

Foreclosure Update #9 and Affordable Housing

Rick Nelson, Director DHCA
December 11, 2013

CountyStat Principles

- **Require Data-Driven Performance**
- **Promote Strategic Governance**
- **Increase Government Transparency**
- **Foster a Culture of Accountability**



Agenda

- **Welcome**
- **Meeting Goals**
- **Foreclosure Event Measures**
 - Montgomery County
 - Montgomery County Compared to Other Maryland Counties
- **Foreclosure Hot Spot Analysis**
 - Foreclosure Data
 - Housing Market Indicators
- **County Foreclosure Prevention Programs**
 - Education & Outreach
 - Foreclosure Counseling
- **Affordable Housing Measures**
 - Gauging need in County
- **DHCA Project Area**
 - Code Enforcement/Violations
- **Wrap Up**



Meeting Goal

- **Meeting Goal:**

- Examine the current state of foreclosure events in the County to determine if current strategies are effectively mitigating the impact on residents
- Examine DHCA's progress towards meeting County affordable housing goals
- Examine Code Enforcement

- **How We Measure Success:**

- Continual monitoring of foreclosure events in the County and comparison of these findings to regional trends
- Measuring percentage of positive outcomes associated with foreclosure counseling provided to area clients
- Ongoing monitoring of affordable housing unit output data
- Monitor workflow processes of Code Enforcement to ensure effectiveness and efficiency



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Overview of Current Foreclosure Climate: Montgomery County Data

▪ Background on Data Source:

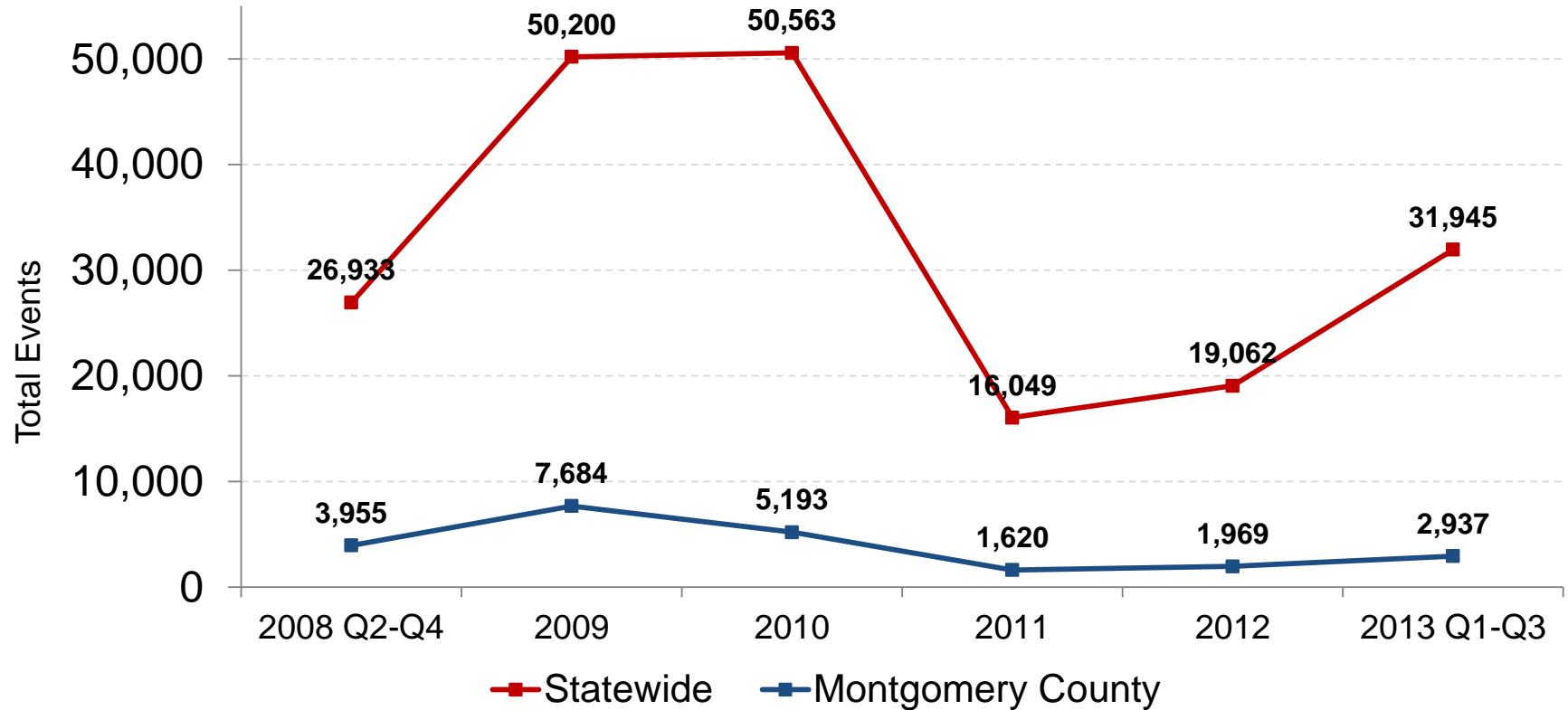
- The following data is from Maryland State Department Housing and Community Development (DHCD), Quarterly Foreclosure Reports (based on calendar year)
- The most recent data is for the third quarter of calendar year 2013
- Foreclosure activity is measured at state and county levels by three foreclosure phases:
 - Notices of Default
 - Notices of Sale
 - Lender Purchases
- Foreclosure Hot Spots: "...a community that had more than ten foreclosure events in the current quarter and recorded a foreclosure concentration ratio of greater than 100. The concentration ratio, in turn, is measured by a foreclosure index. The index measures the extent to which a community's foreclosure rate exceeds or falls short of the State average foreclosure rate."*

Source: Maryland DHCD, Quarterly Foreclosure Reports: <http://mdhope.dhcd.maryland.gov/Library/Pages/default.aspx>

* p.11 of Property Foreclosures in Maryland, Third Quarter 2013 report



High-Level Summary of Foreclosure Activity



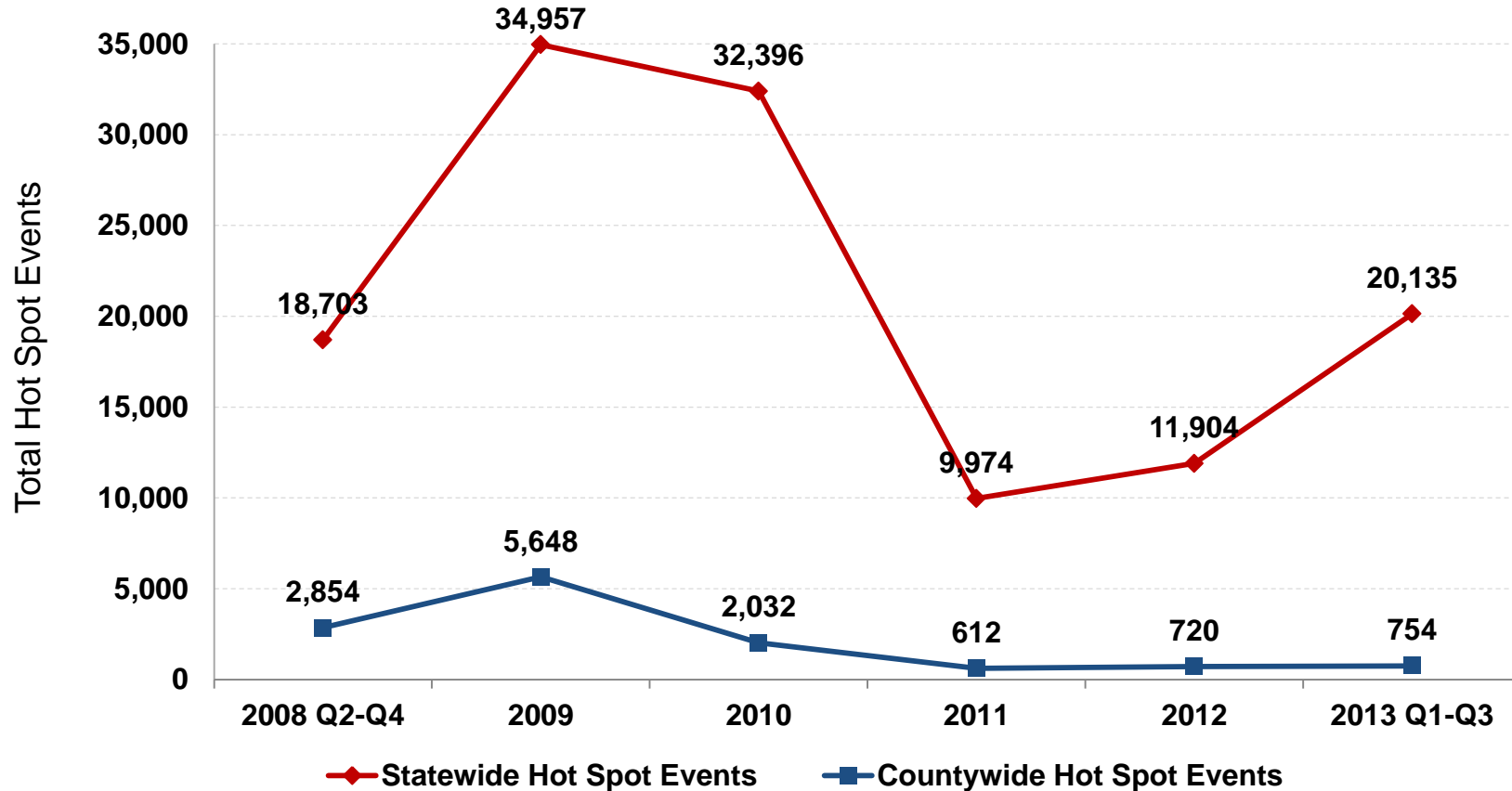
For 2013-Q3, overall state-wide foreclosures increased for the fifth consecutive quarter of year-over-year increases, which can be attributed to a significant rebound of the housing market and the clearing of inventory backlogs that ensued as a result of problems with robo-signing and other improprieties.*

Source: Maryland DHCD, Quarterly Foreclosure Reports:

**Maryland Housing Beat: The State's Housing Economy in Review, VOL. 2, ISSUE 5, p.1; 2013-Q3 Executive Summary, p. ii;*



High-Level Summary of Foreclosure Hot Spot Activity



Hot Spot foreclosures in Montgomery County increased by 23.2% since 2011. In Q3-2013, Montgomery County Hot Spot foreclosures accounted for 2.3% of State-wide foreclosure Hot Spots.



Source: Maryland DHCD, Quarterly Foreclosure Reports

Foreclosure Update #9 &
Affordable Housing

State Level vs. County: Total Foreclosure & Hot Spot Activity (1/2)

Year	2008				2009			
Calendar Quarter	08-Q1	08-Q2	08-Q3	08-Q4	09-Q1	09-Q2	09-Q3	09-Q4
Statewide	n/a	8,929	7,974	10,030	9,289	9,320	14,803	16,788
County	n/a	1,314	1,124	1,517	1,793	1,639	2,218	2,034
Statewide Hot Spots	n/a	5,653	5,449	7,601	7,101	6,885	10,000	10,971
County Hot Spots	n/a	842	825	1,187	1,535	1,411	1,572	1,130

Year	2010				2011			
Calendar Quarter	10-Q1	10-Q2	10-Q3	10-Q4	11-Q1	11-Q2	11-Q3	11-Q4
Statewide	14,855	15,637	14,087	5,984	4,777	4,507	3,251	3,514
County	1,516	1,583	1,428	666	425	471	349	375
Statewide Hot Spots	9,839	10,012	8,639	3,906	3,039	2,753	1,934	2,248
County Hot Spots	619	693	447	273	140	227	141	104

	More than 10% increase
	Between 10% and -10%
	More than 10% decrease

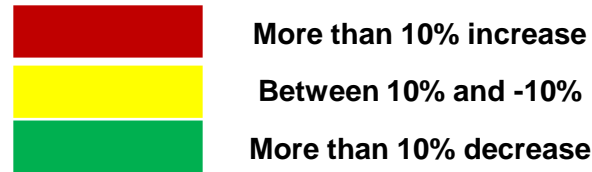
Between Q2-2008 and Q3-2013, foreclosures in Montgomery County accounted for, on average, 12% of the State foreclosure activity. Foreclosure Hot Spots in Montgomery County accounted for, on average, 9% of all Hot Spots in Maryland.

Note: Total numbers may appear higher than in other reports due to duplication of properties in various stages of foreclosure process. Source: *Maryland DHCD, Quarterly Foreclosure Reports*



State Level vs. County: Total Foreclosure & Hot Spot Activity (2/2)

Year	2012				2013		
Calendar Quarter	12-Q1	12-Q2	12-Q3	12-Q4	13-Q1	13-Q2	13-Q3
Statewide	4,181	4,347	4,153	6,381	9,339	10,989	11,617
County	393	442	470	664	975	933	1,029
Statewide Hot Spots	2,551	2,750	2,673	3,930	5,554	7,056	7,525
County Hot Spots	112	115	227	266	294	287	173



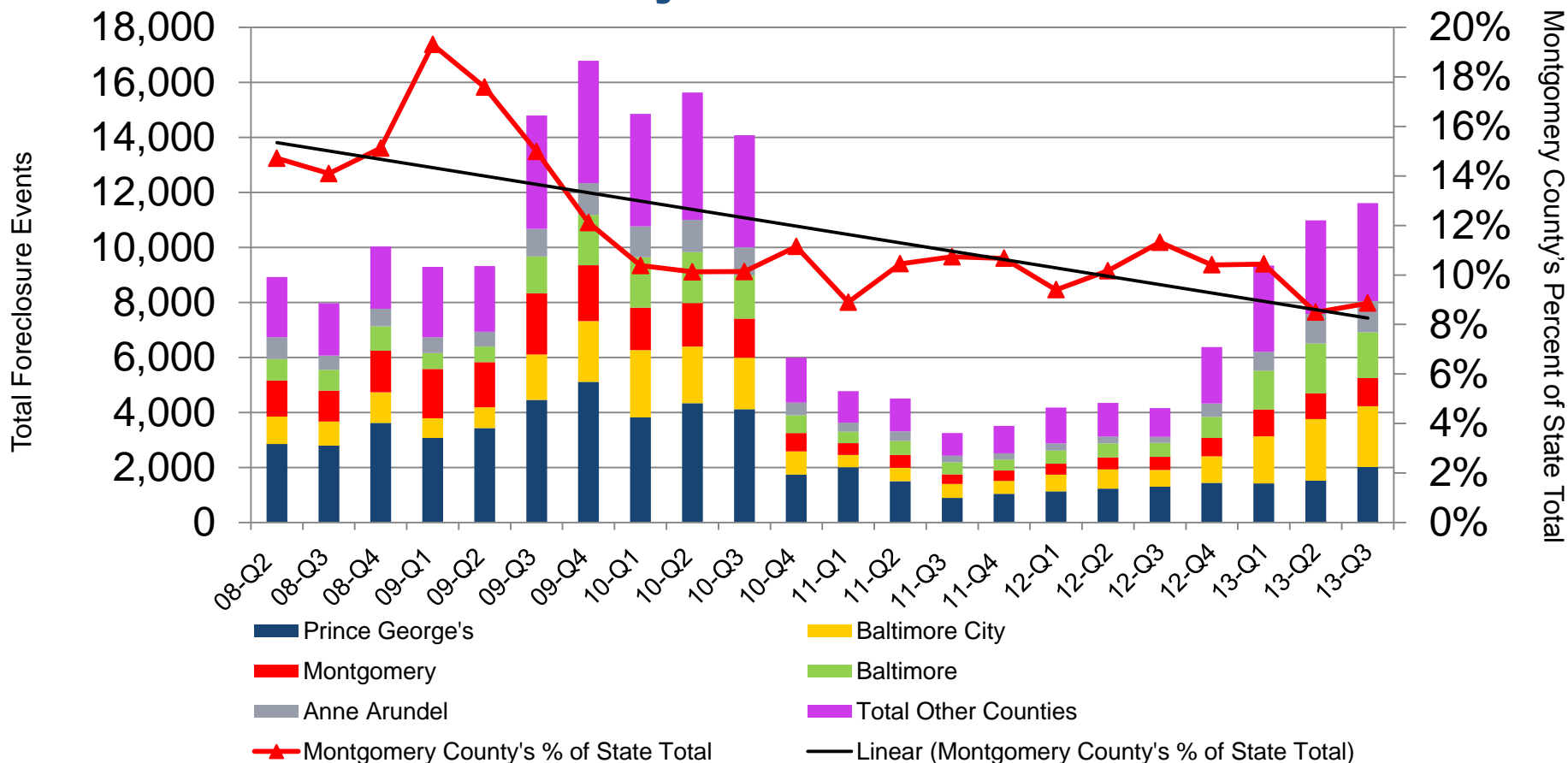
Since our last meeting on this topic (June 2012), the volume of State-wide and Montgomery County foreclosures have increased 177.9% and 161.8% respectively. Hot Spot volume has increased 195% State-wide and 54% in Montgomery county. In Q3-2013, 8.9% of the total State foreclosures occurred in Montgomery County.

Note: Total numbers may appear higher than in other reports due to duplication of properties in various stages of foreclosure process. Source: **Maryland DHCD, Quarterly Foreclosure Reports**



Regional Quarterly Foreclosure Data:

Total Foreclosure Events by Calendar Year

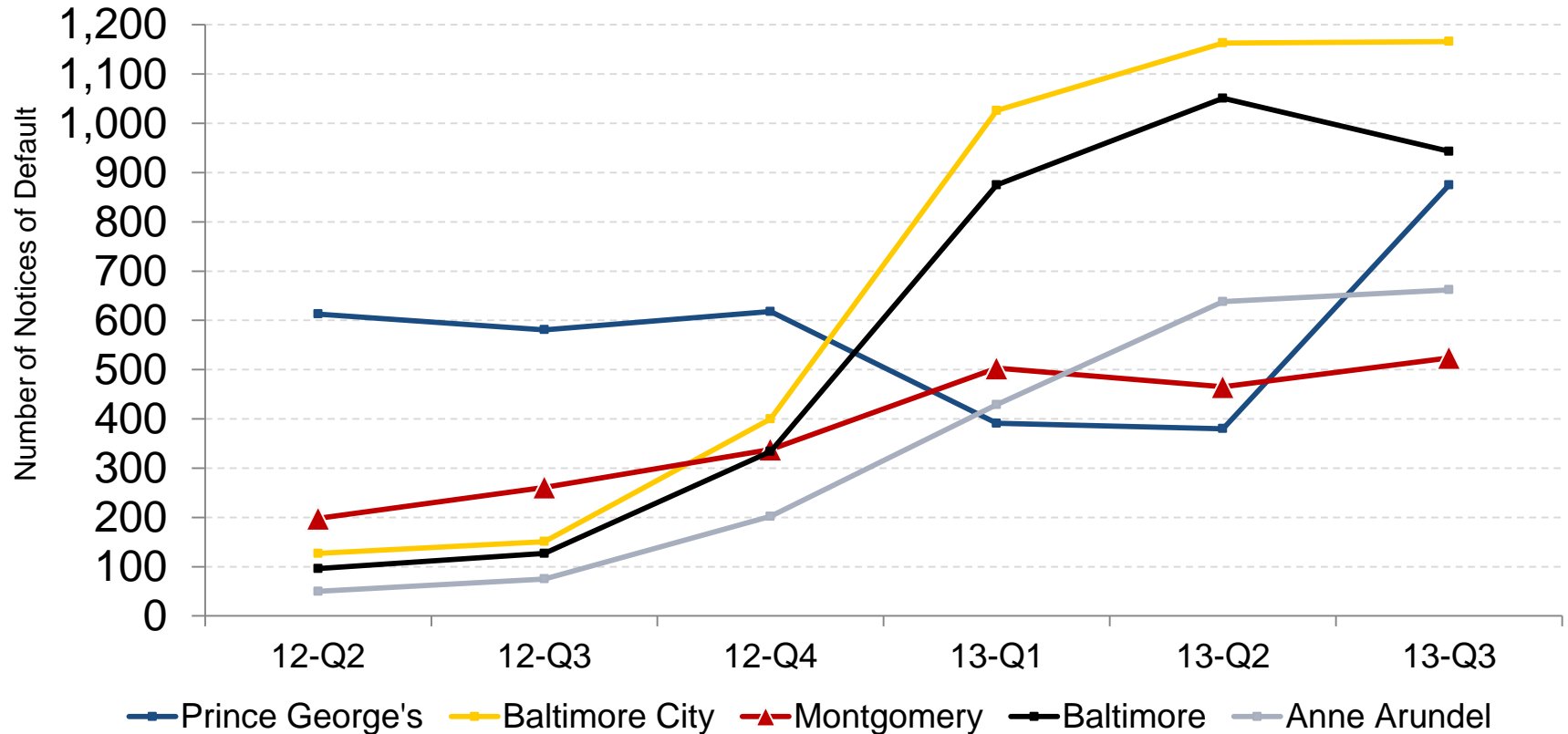


Overall, total foreclosures in Montgomery County shows a downward trend as a percent of the State's total foreclosures. Montgomery County foreclosures decreased by 53.6% since its peak in Q3-2009. Consistent with benchmark jurisdictions and attributable to the rebound of the housing market and clearing of the inventory backlog, total foreclosures in Montgomery county increased by 161.8% since we last met on this topic in June 2012.*

Source: Maryland DHCD, Quarterly Foreclosure Reports. **Maryland Housing Beat: The State's Housing Economy in Review*, VOL. 2, ISSUE 5, p.1; 2013-Q3 Executive Summary, p. ii;



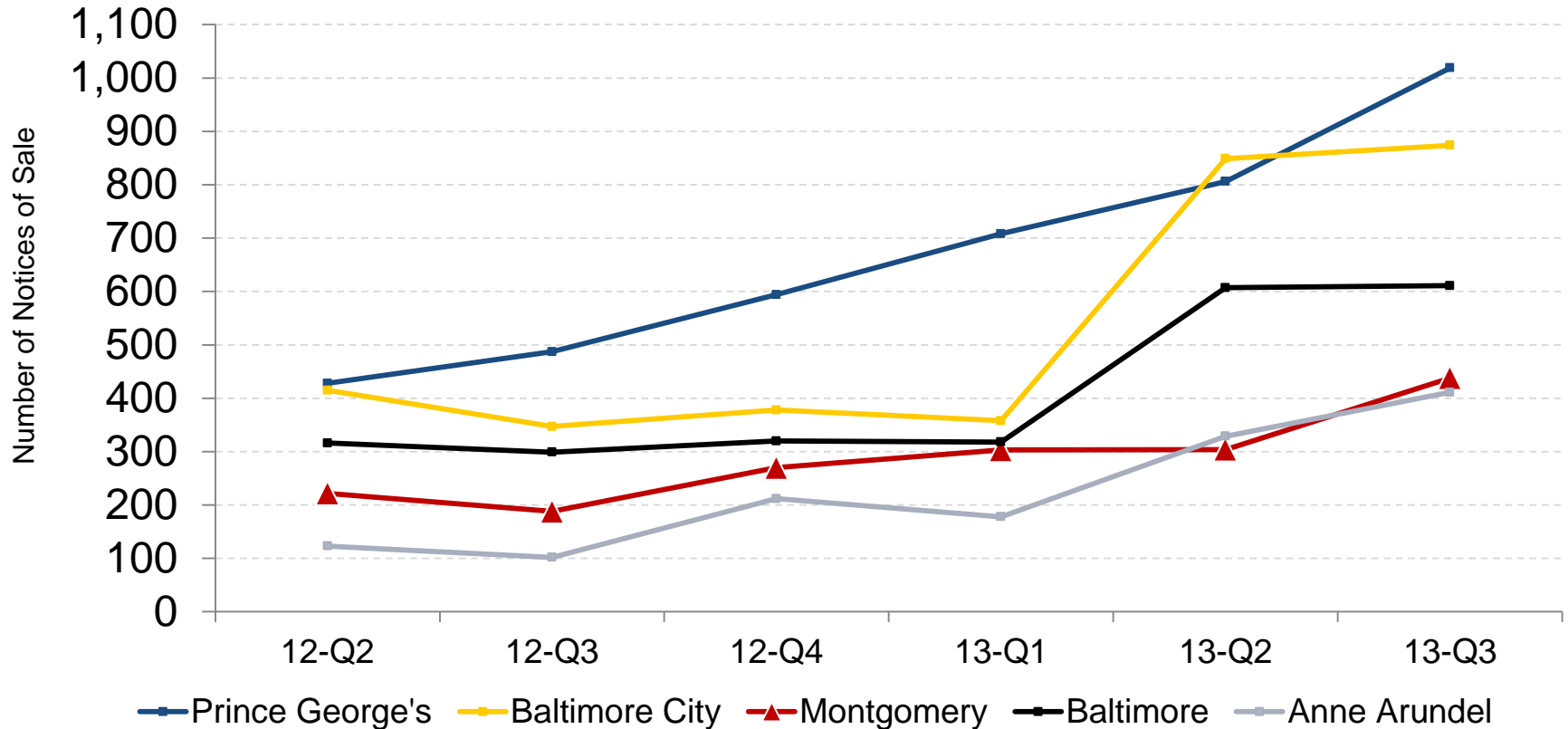
Regional Quarterly Foreclosure Data: Notices of Default



**In Montgomery County, Notices of Default increased 164.6% since Q2-2012.
On average, Notices of Default have increased by 23.1% quarterly.**



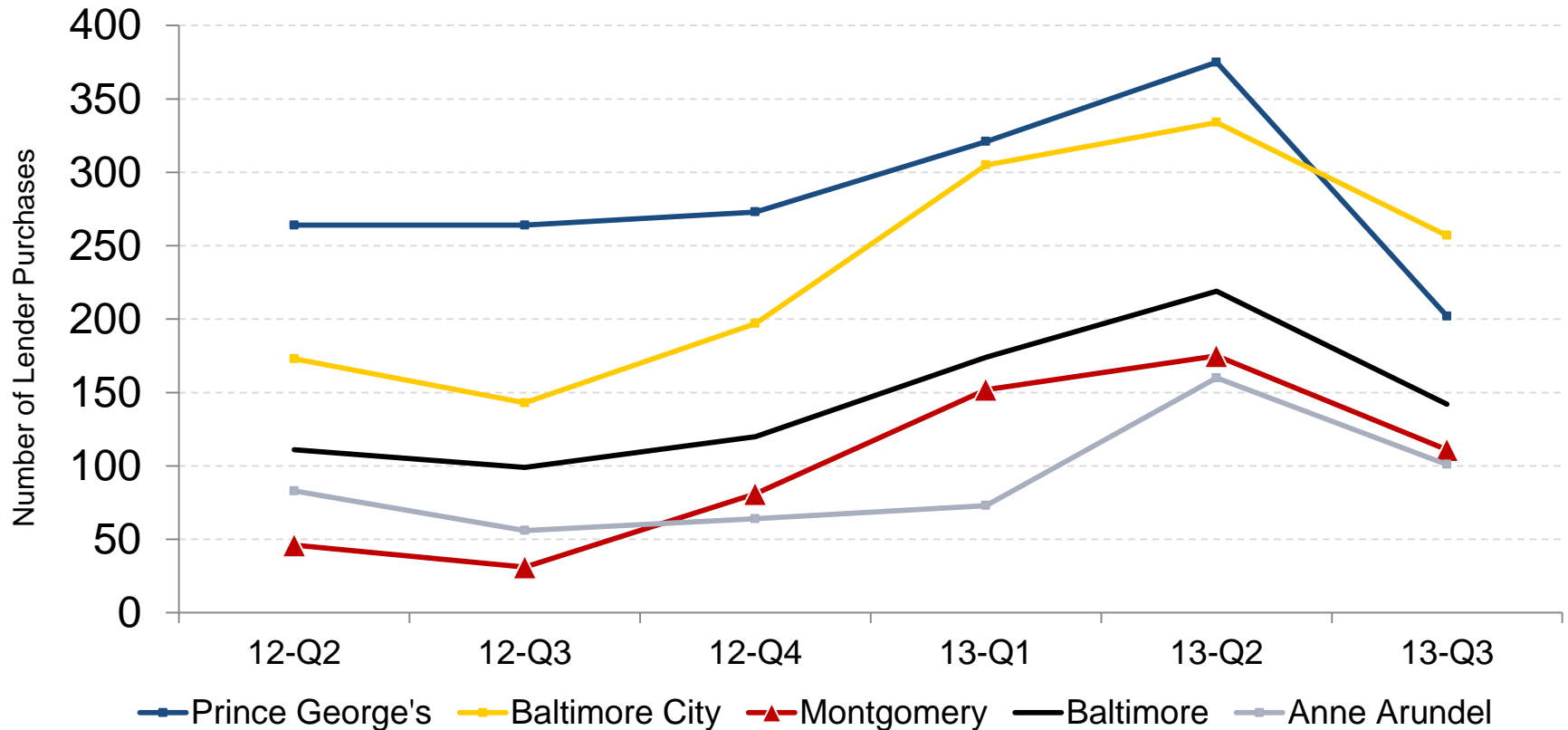
Regional Quarterly Foreclosure Data: Notices of Sales



In Montgomery County, Notices of Sales increased 97.3% since Q2-2012.



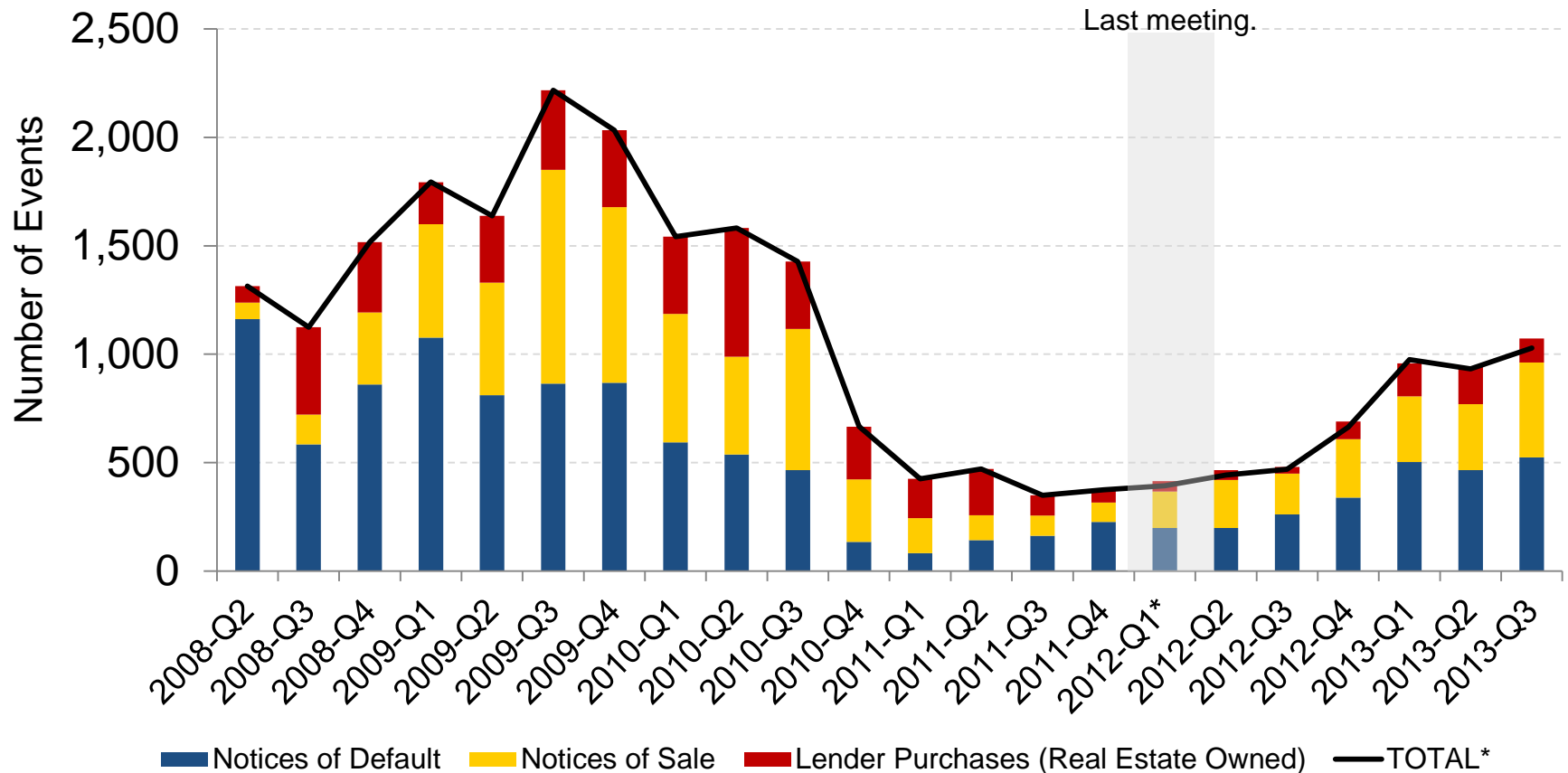
Regional Quarterly Foreclosure Data: Lender Purchases



Lender Purchases in Montgomery County decreased between Q2 and Q3 2013 by 36.6%, but are up 141.3% since Q2-2012.



Foreclosure Events in Montgomery County By Calendar Year Quarter



Total foreclosure events increased by 118.9% since Q3-2012, and increased by 10.3% since last quarter.

Source: Maryland DHCD, Quarterly Foreclosure Reports

*State of Maryland New Method of calculating total unique events. Source: Maryland DHCD, Quarterly Foreclosure Reports



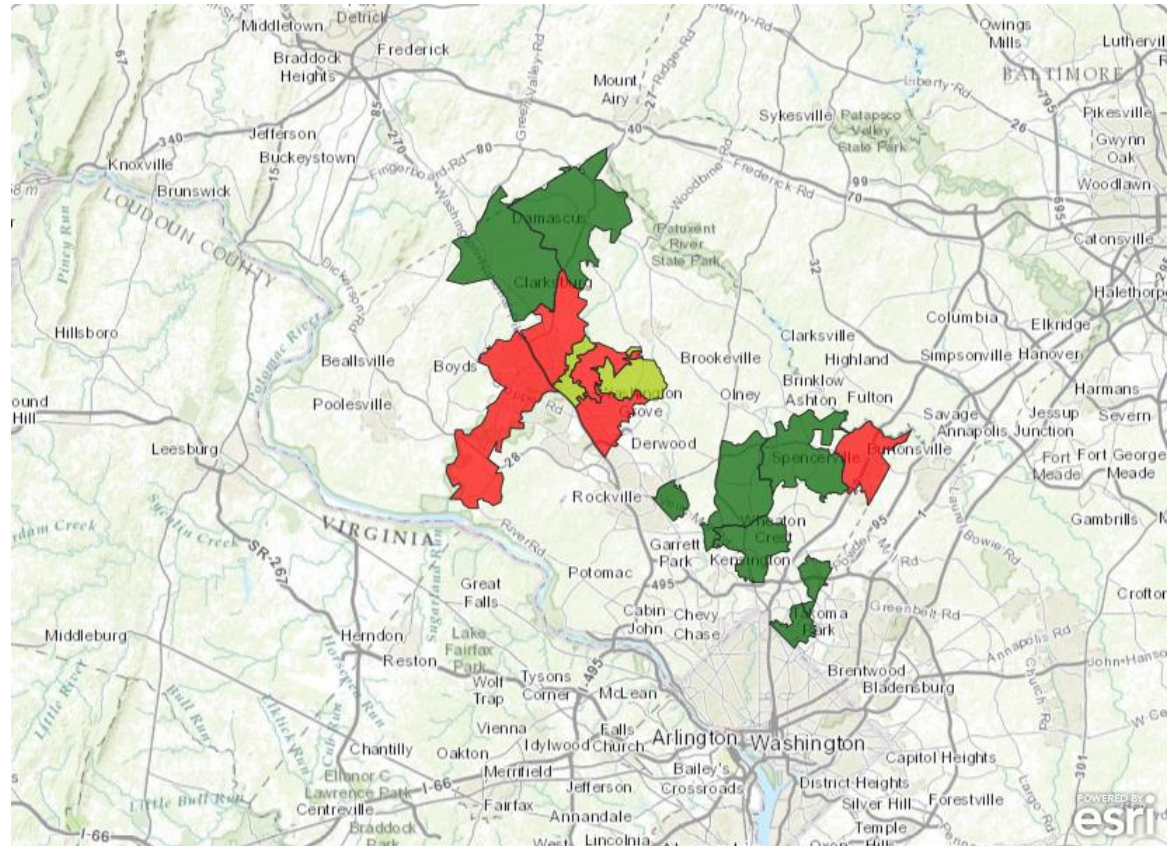
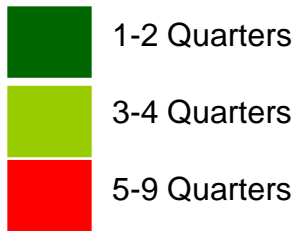
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Foreclosure Hot Spots CY2010 & CY2011 (1/2)

20851 Rockville: 1 quarter
20866 Burtonsville: 7 quarters
20871 Clarksburg: 2 quarters
20872 Damascus: 1 quarter
20874 Germantown: 8 quarters
20876 Germantown: 7 quarters
20877 Gaithersburg: 6 quarters
20879 Gaithersburg: 4 quarters
20886 Montgomery Village: 7 quarters
20902 Silver Spring: 1 quarter
20903 Silver Spring: 2 quarters
20905 Silver Spring: 1 quarter
20906 Silver Spring: 1 quarter
20912 Takoma Park: 2 quarters

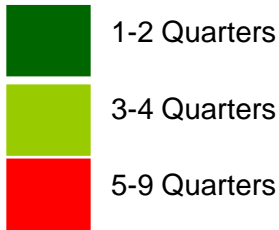



Each of these zip codes were identified as a Hot Spot in at least one of the 8 quarters of CY2010-CY2011.

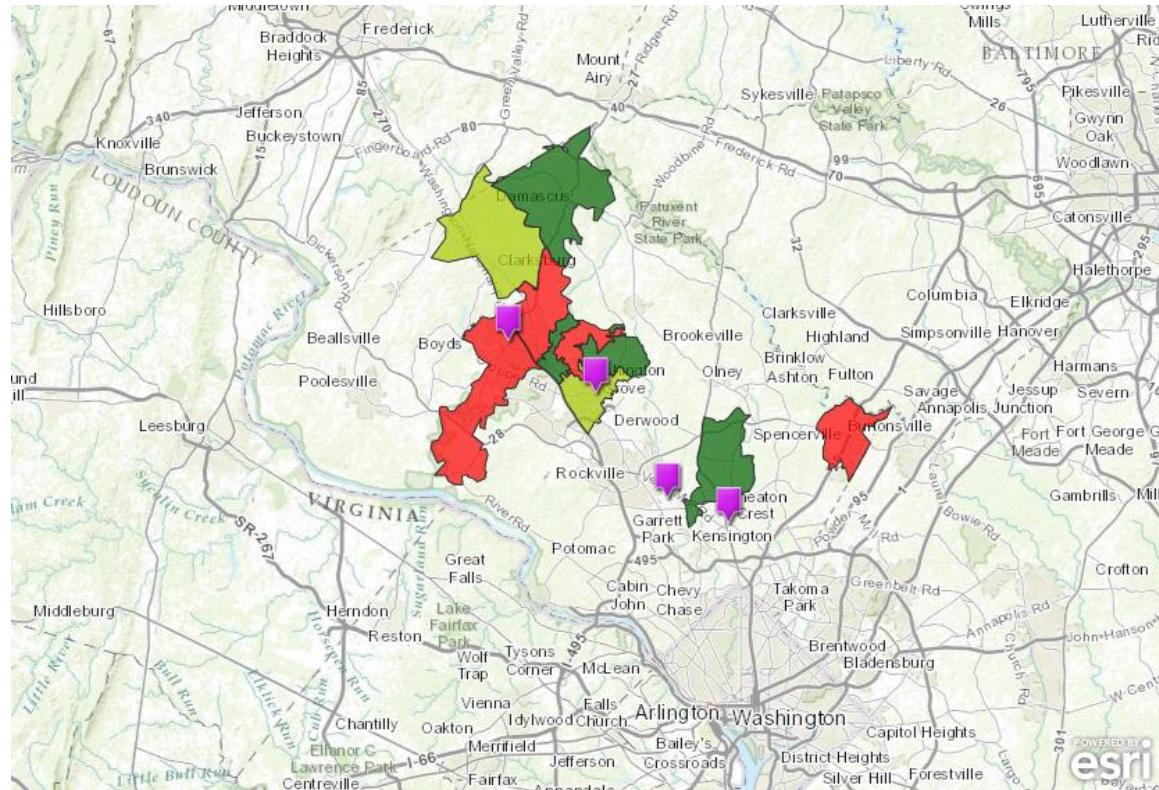


Foreclosure Hot Spots CY2012 & Q1-Q3 CY2013 and Foreclosure Counseling Office Locations (2/2)

20866 Burtonsville: 5 quarters
20871 Clarksburg: 4 quarters
20872 Damascus: 2 quarters
20874 Germantown: 6 quarters
20876 Germantown: 5 quarters
20877 Gaithersburg: 4 quarters
20879 Gaithersburg: 2 quarters
20886 Montgomery Village: 6 quarters
20906 Silver Spring: 1 quarter



-  = Foreclosure Counseling Offices:
- Asian-American Homeownership Counseling (AAHC): Rockville
 - Housing Initiative Partnership (HIP): Germantown & Gaithersburg
 - Latino Economic Development Corporation (LEDC): Wheaton

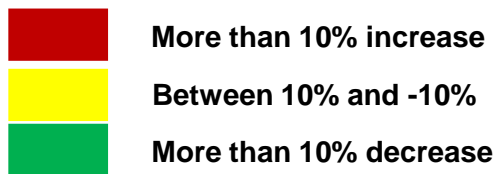


Together, these Hot Spots, on average, account for 25.9% of Montgomery County's foreclosures. Silver Spring-20906 and Germantown-20874 were the highest, accounting for 7.8% and 6.6% respectively, and Damascus-20872 and Burtonsville-20866 were the lowest, accounting for 1.3% and 1.2% respectively.



Quarterly Foreclosure Hot Spots: Number of Events per Quarter

	2012				2013		
Zip Code	1Q	2Q	3Q	4Q	1Q	2Q	3Q
Burtonsville-20866	-	17	-	17	29	30	38
Clarksburg-20871	14	17	-	-	24	23	-
Damascus-20872	-	-	13	17	-	-	-
Germantown-20874	56	49	56	80	132	114	-
Germantown-20876	24	-	21	31	-	47	59
Gaithersburg-20877	18	-	21	27	39	-	-
Gaithersburg-20879	-	-	20	40	-	-	-
Montgomery Village-20886	-	32	45	54	70	73	76
Silver Spring-20906	-	-	51	-	-	-	-
Grand Total	112	115	227	266	294	287	173
Grand Total % Change		2.7%	97.4%	17.2%	10.5%	-2.4%	-39.7%



Hot Spot Foreclosures peaked in 2009 at 5,648 in 21 of Montgomery County's 51 zip codes. Overall Hot Spot Foreclosures have declined by 86.7%.



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Foreclosures: Prevention Counseling

Three area providers:

- Asian-American Homeownership Counseling (AAHC)
- Housing Initiative Partnership (HIP)
- Latino Economic Development Corporation (LEDC)

Definitions

•Positive Outcomes:

- Brought mortgage current
- Mortgage Refinanced
- Mortgage Modified
- Mortgage Modified- HAMP
- Received second Mortgage
- Initial forbearance agreement/ repayment plan
- Sold Property/chose alternative housing solution
- Pre-foreclosure Sale

•Pending Outcomes:

- Entered debt management plan
- Counseled and referred for legal assistance
- Referred to legal mediation
- Currently receiving foreclosure prevention/budget counseling
- Other

•Negative Outcomes:

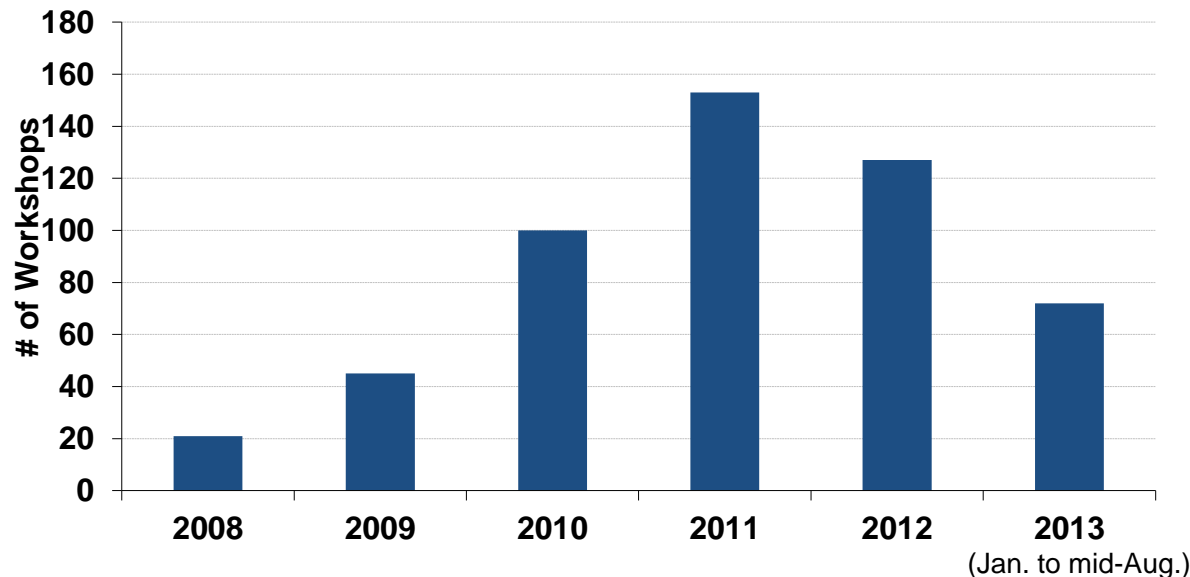
- Executed a Deed-In-Lieu
- Mortgaged Foreclosed
- Bankruptcy



Source: Maryland StateStat, Department of Housing and Community Development Report, HOPE/NFMC Initiative.

Foreclosures: Outreach & Education Workshops

Outreach & Education Workshops Held In Montgomery County by Calendar Year



Attendance	Workshops
0-24	131
25-49	7
50-69	0
70-99	2
100+	2
Total Workshops	142

DHCA and the 3 partner agencies (AAHC, HIP, and LEDC) held 142 outreach and education workshops between June 13, 2012 and August 14, 2013 (last date recorded in data received 11/27/13). The median number of attendees was 6, with a range of 0-1,500.



Foreclosure Counseling: Montgomery County Data

Counseling Centers	Number of Clients Counseled		Average Number of Active Foreclosure Clients	
	CY 2012	CY 2013 (Jan-Oct)	CY 2012	CY 2013 (Jan-Oct)
Latino Economic Development Corporation	180	189	317	358
Housing Initiative Partnership	573	445	496	548
Asian-American Homeownership Counseling	188	69	19	45
Total	941	703	832	951

While AAHC and HIP both serve other counties besides Montgomery County, reported data is for Montgomery County only. AAHC reports showed no activity January-June 2013.



Source: Counseling vendor monthly reports, DHCA

Foreclosure Counseling Outcomes Analysis & Mapping

- **The 3 Counseling Agencies are required by HUD to collect demographic data in addition to basic home location information of every client they serve**
 - “Every servicer participating in the program will be required to report standardized loan-level data on modifications, borrower and property characteristics, and outcomes. The data will be pooled so the government and private sector can measure success and make changes where needed.”*
- **Data could be used to identify potential trends in foreclosure activities and counseling outcomes**

CountyStat has been in contact with LEDC who is particularly interested in the use of GIS mapping of counseling outcomes, and has requested the same from the other two agencies. CountyStat will continue to pursue contacting the Agencies for additional data analysis.

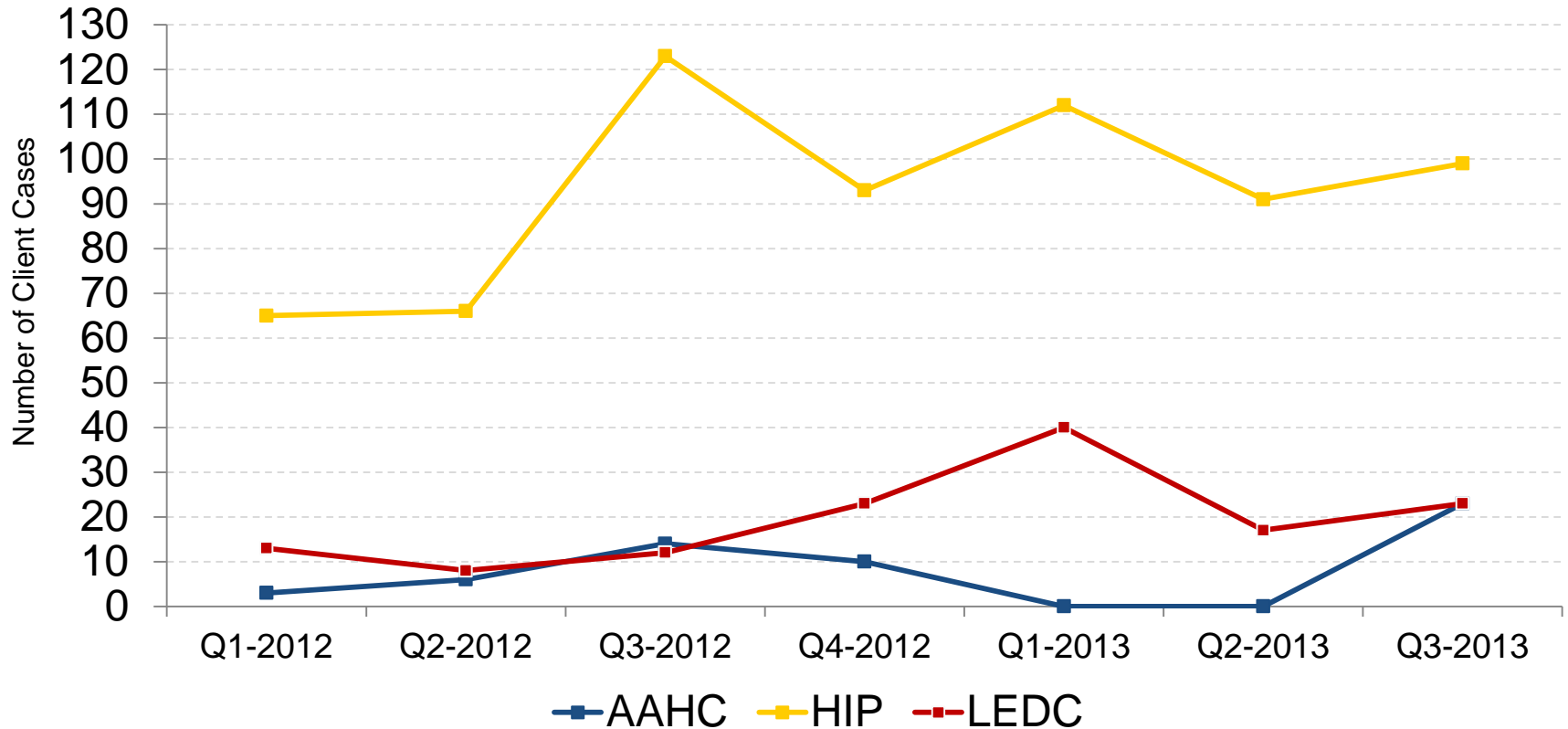
Sources: Conversation with LEDC Counseling Manager; U.S. Department of Housing and Urban Development;

*U.S. Department of the Treasury, Press Center, “Homeowner Affordability and Stability Plan Fact Sheet”

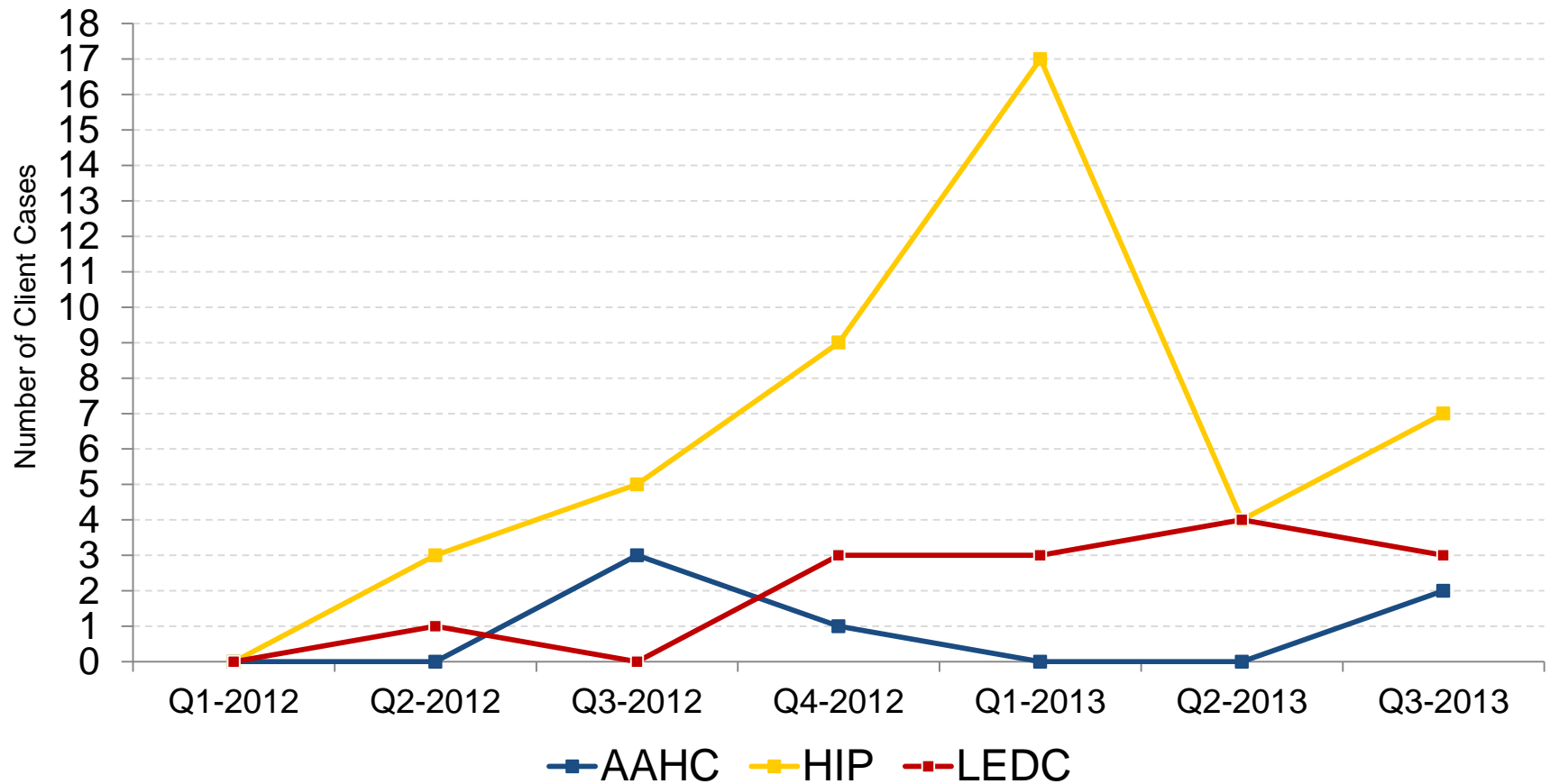
2/18/2009: <http://www.treasury.gov/press-center/press-releases/Pages/20092181117388144.aspx>



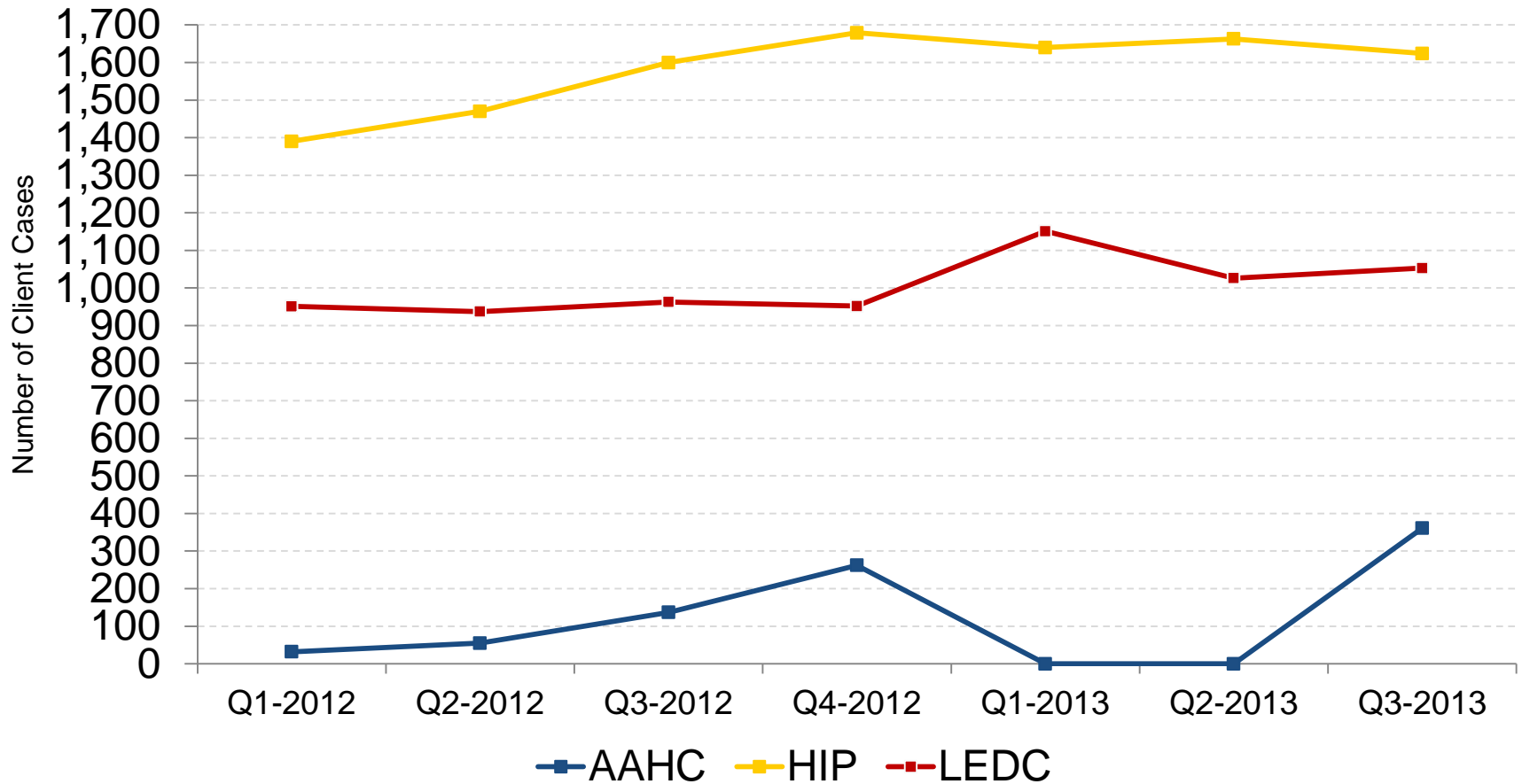
Foreclosure Counseling: Positive Outcomes Q1-4 2012 and Q1-3 2013



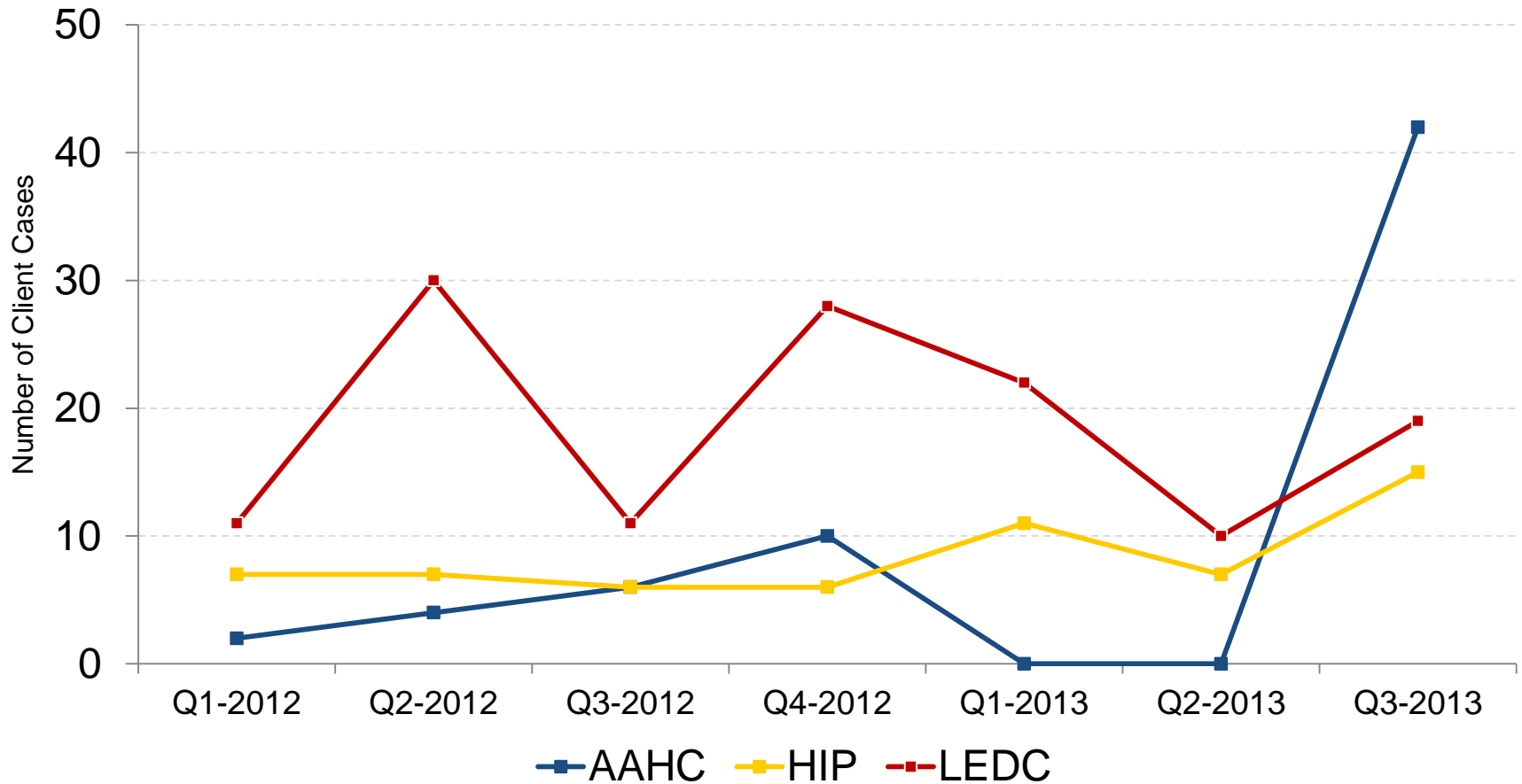
Foreclosure Counseling: Negative Outcomes Q1-4 2012 and Q1-3 2013



Foreclosure Counseling: Pending Outcomes Q1-4 2012 and Q1-3 2013



Foreclosure Counseling: Clients Withdrew from Counseling Q1-4 2012 and Q1-3 2013



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Affordable Housing: Overview of Funding Sources & Programs

Funding Sources

- Community Development Block Grant (CDBG)
- Community Legacy
- HOME Investment Partnerships Program (HOME)
- Housing Initiative Fund (HIF)
- Housing Initiative Fund Acquisition & Rehab Fund
- Neighborhood Stabilization Program -Neighborhood Conservation Initiative (NSP-NCI)
- No Cost

Programs

- Group Home
- Moderately Priced Dwelling Units (MPDU)
- Multifamily
- Neighborhood Stabilization Program (NSP)-Neighborhood Conservation Initiative (NCI)
- Rental Agreements
- Rental-Closing Cost Assistance
- Single Family Rehab
- Single Family Foreclosure Programs

Affordable housing unit production and preservation includes the above funding sources and programs.



Affordable Housing: Key Definitions

Term	Definition
Production	New construction or rehab of a market rate unit added to the affordable inventory.
Preservation	Acquisition and/or rehab of an existing unit with affordability restrictions .
Pipeline unit	A unit is considered in the pipeline as soon as the County commits to a project. A unit remains on the pipeline until it is online; this is true even if the project does not draw funds in a given year.
Online unit	A unit is considered online once funds have been exhausted, acquisition/rehab/construction is complete, and the unit is ready for occupancy.
Projected unit	<p>A unit that is expected to be funded with a future funding allocation.</p> <p>Projected units are counted as Pipeline units provided there is a reasonable expectation the unit will come Online in a <i>subsequent</i> fiscal year.</p> <p>Projected units are counted as Online units if the expectation is the unit will come Online in the <i>same</i> fiscal year.</p>



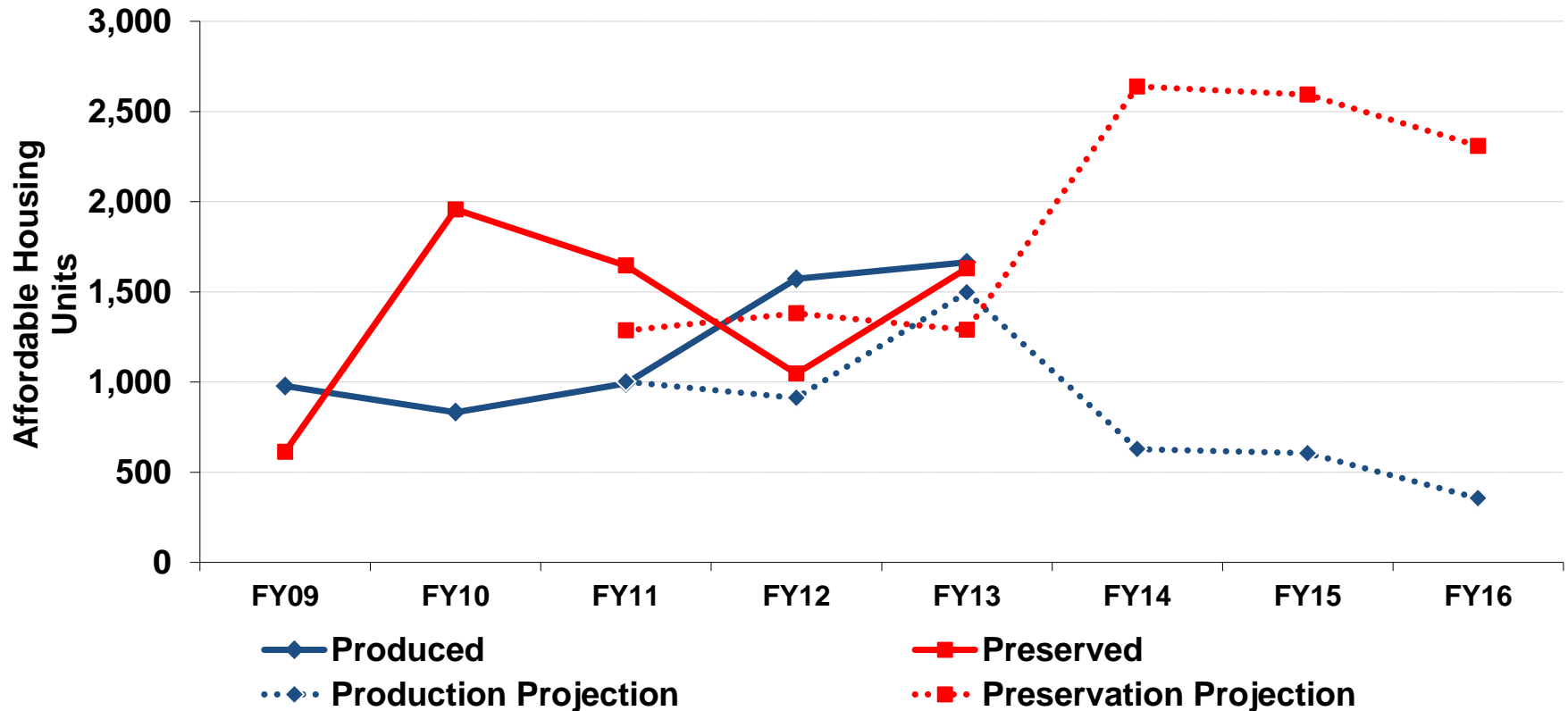
Affordable Housing Headline Measure 1: Total Affordable Housing Units Produced and Preserved (1/2)

	FY09	FY10	FY11	FY12	FY13	FY14 Proj	FY15 Proj	FY16 Proj
Preservation								
County Funded Units Online	423	336	802	766	1,134	2,354	2,209	2,055
No-Cost Units Online	0	700	404	0	401	105	110	116
Preservation Pipeline	190	921	440	281	96	180	274	139
Preservation Total	613	1,957	1,646	1,047	1,631	2,639	2,594	2,309
Production								
County Funded Units Online	536	385	497	278	994	137	322	91
No-Cost Units Online	242	114	184	201	352	213	224	235
Production Pipeline	200	334	311	1,093	318	278	59	30
Production Total	978	833	992	1,572	1,664	628	605	356



Source: DHCA

Affordable Housing Headline Measure 1: Total Affordable Housing Units Produced and Preserved (2/2)

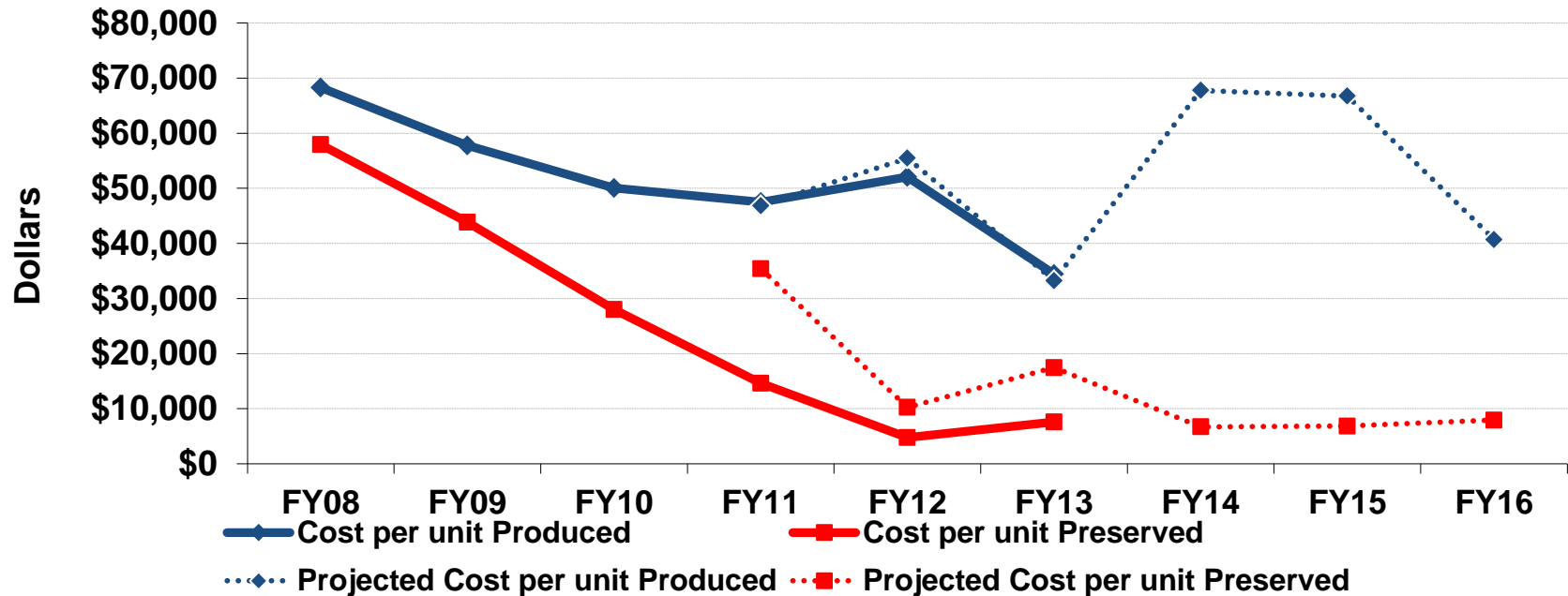


Since FY09, the number of Units Preserved has increased 166% and the number of Units Produced increased 70.1%.



Source: DHCA

Affordable Housing Headline Measures 2 & 3: County Cost Per Unit Of Affordable Housing Produced and Preserved



	FY11	FY12	FY13	FY14	FY15	FY16
Produced	\$47,513	\$52,063	\$34,425			
Projected	\$46,858	\$55,473	\$33,240	\$67,793	\$66,745	\$40,694
Preserved	\$14,611	\$4,761	\$7,560			
Projected	\$35,425	\$10,258	\$17,454	\$6,713	\$6,844	\$7,935

Source: DHCA



Total Affordable Housing Units Produced and Preserved

	FY08	FY09	FY10	FY11	FY12	FY13
Preservation						
Preservation Pipeline	954	190	921	440	281	96
Preservation Total	1,119	613	1,957	1,646	1,047	1,631
Production						
Production Pipeline	336	200	334	311	1,093	318
Production Total	555	978	833	992	1,572	1,664

	FY08-FY13
Preserved (minus pipeline)	5,131
Produced (minus pipeline)	4,002

In the past 5 years, Montgomery County has produced and preserved 9,133 affordable housing units. The Housing Opportunities Commission's waitlist for public housing alone contains over 18,000 people, and has not been open to adding new names since 2008.



Source: DHCA

Estimating Affordable Housing Need in Montgomery County



There are more than 50 waiting lists in Montgomery County.



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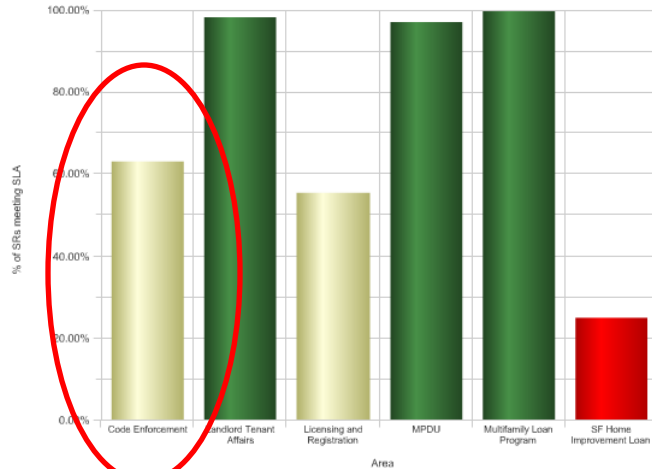


Siebel: County Statistics of DHCA 9/1/13 to 11/30/13

Call Center | Executives | DEP | DOT | **County Statistics**

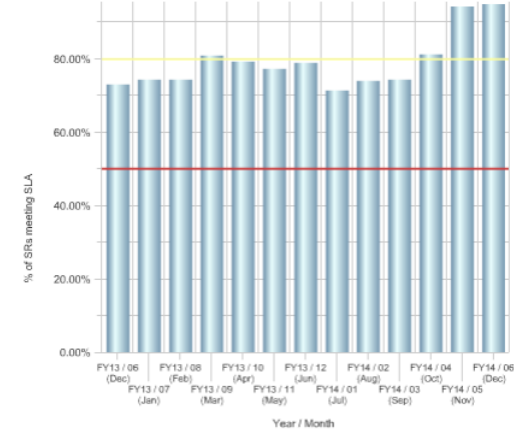
Department	# of SRs	# of SRs meeting SLA	% of SRs meeting SLA
DHCA	2686	2190	81.53%

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Department	Area	Sub Area	# of SRs	# of SRs meeting SLA	% of SRs meeting SLA	Oldest Open SR
DHCA	Code Enforcement		1142	719	62.96%	69
	Landlord Tenant Affairs		1379	1354	98.19%	66
	Licensing and Registration		83	46	55.42%	
	MPDU	Current Owners	7	7	100.00%	
		General Information	4	4	100.00%	
		New Applications	24	24	100.00%	
			34	32	94.12%	
	Multifamily Loan Program		1	1	100.00%	
	SF Home Improvement Loan		12	3	25.00%	
	Grand Total		2686	2190	81.53%	69

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■ % of SRs meeting SLA ■ < 50% ■ 50 - 80% ■ > 80%

Year	Year / Month	# of SRs	# of SRs meeting SLA	% of SRs meeting SLA
FY13	FY13 / 06 (Dec)	375	274	73.07%
	FY13 / 07 (Jan)	892	664	74.44%
	FY13 / 08 (Feb)	694	516	74.35%
	FY13 / 09 (Mar)	814	659	80.96%
	FY13 / 10 (Apr)	1002	796	79.44%
	FY13 / 11 (May)	1560	1209	77.50%
FY14	FY13 / 12 (Jun)	1245	982	78.88%
	FY14 / 01 (Jul)	1498	1070	71.43%
	FY14 / 02 (Aug)	1289	956	74.17%
	FY14 / 03 (Sep)	1018	758	74.46%
	FY14 / 04 (Oct)	1090	886	81.28%
	FY14 / 05 (Nov)	578	546	94.46%
Grand Total		12213	9466	77.51%

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62.96% of Code Enforcement SRs meet SLA.



DHCA Focused Project Area:

- **Optimizing Code Enforcement Efficiency and Effectiveness**
 - Examine inspection workflow process
 - GIS cluster/heat maps



Methodology

■ Data Sources:

- DHCA Access Databases:
 - Cases table
 - SRs table
 - Code Violations table
- MC311 report

■ Data Parameters:

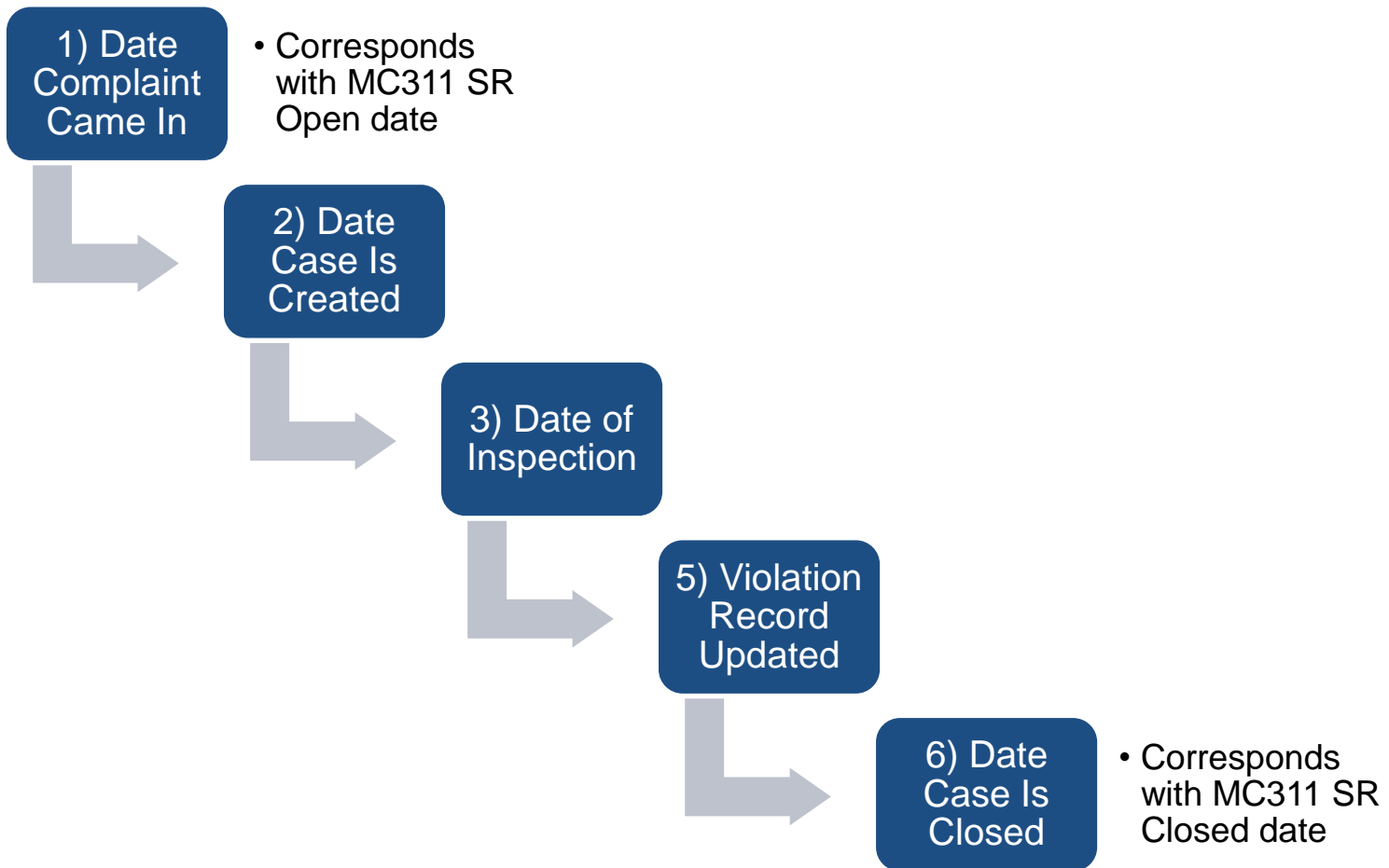
- DHCA Sources: 9/1/2013 through 11/30/2013
- MC311: 1/1/13 to 11/30/13 and 9/1/2013 through 11/30/2013

■ Notes:

- Original DHCA Access Databases query contained 637 rows of data, but contained duplicate Case Numbers/SR Numbers
 - Removed duplicate Case Numbers/SR Numbers, leaving 321 unique cases



Code Enforcement Basic Workflow Process



Average Number of Business Days Between Step 1 (Date Filed) and Step 6 (Date Closed) by Case Type

Case Type	Average # of Days
Public Nuisance-Vacant	44
AA - Preliminary	37
Multi-Family	32
Mainstreet-Multi-Family	32
Takoma Park MFAAnnual	31
Condominiums	31
HOC-HQS ANNUAL	29
Solid Waste	28
Single Family	27
Takoma Park--SFAAnnual	27
Mainstreet-Single Family	26
AA - Suspect	26
Takoma Park--MFC	26
SF--Overcrowding	25

Case Type	Average # of Days
Hoarding	25
Mainstreet-Solid Waste	25
Licensing Inspection	25
Public Nuisance	24
Commercial	22
Weeds	21
Solid Waste&Weeds	19
TP NewSFR	19
Mainstreet-Weeds	18
Takoma Park--SFC	15
Weeds-Vacant	15
HOC-HQS	12
FDA	10
TP NewCondo	7



Average Number of Business Days Between Step 1 (Date Filed) and Step 6 (Date Closed) by Inspector by Case Type (1/2)

Case Type	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Public Nuisance-Vacant	-	-	-	-	-	-	-	-	-	-	-	44	-	-	-	-	-	-
AA - Preliminary	-	-	-	-	-	-	-	37	-	-	-	-	-	-	-	-	-	-
Multi-Family	-	31	35	30	-	-	33	26	-	46	-	-	-	30	-	41	5	31
Mainstreet-Multi-Family	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Takoma Park MFAnnual	-	-	-	-	-	-	18	-	28	-	-	-	38	-	-	-	-	-
Condominiums	-	-	-	52	-	-	-	-	-	-	-	-	-	-	-	-	-	21
HOC-HQS ANNUAL	-	28			-	-	29	-	-	-	-	38	-	-	29	-	-	-
Solid Waste	31	3		47	43	28	-	30	38	43	21	22	18	29	13	-	19	29
Single Family	-	10	28	33	-	-	-	33	-	-	39	29	13	33	22	35	31	29
Takoma Park--SFAnnual	-	-	-	-	-	-	29	-	24	-	-	-	47	-	-	-	-	-
Mainstreet-Single Family	31	-	-	-	-	-	-	8	-	-	-	-	-	-	-	-	-	-
AA - Suspect	19	15	-	-	-	21	16	20	-	59	-	-	-	51	28	-	23	18
Takoma Park--MFC	-	-	-	-	-	-	21	-	32	-	-	-	-	-	-	-	-	-
SF--Overcrowding	-	-	-	43	-	25	-	8	-	-	-	-	-	-	46	-	5	-



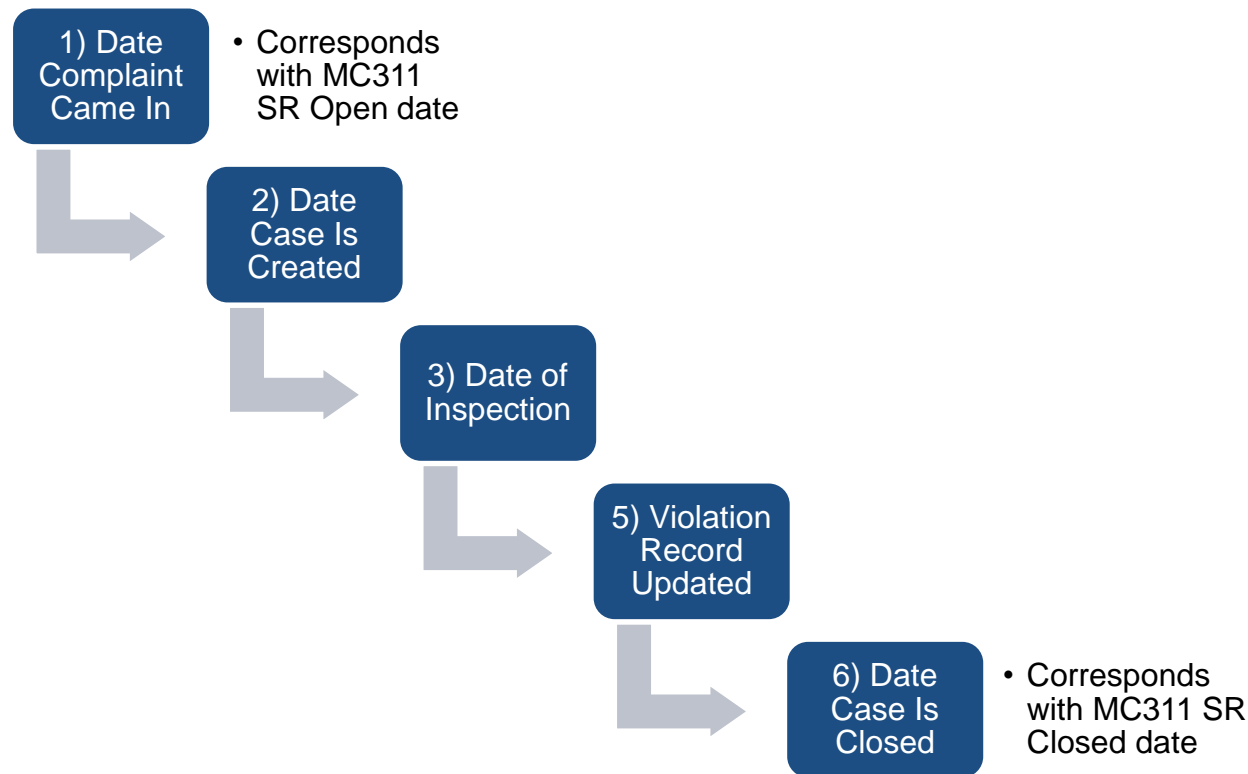
Average Number of Business Days Between Step 1 (Date Filed) and Step 6 (Date Closed) by Inspector by Case Type (2/2)

Case Type	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Hoarding	-	-	-	-	-	-	-	8	-	-	-	42	-	-	-	-	-	-
Mainstreet-Solid Waste	24	-	-	-	-	-	-	8	-	-	-	-	-	-	26	-	-	-
Licensing Inspection	-	25	-	-	-	-	-	-	-	-	-	-	-	-	29	-	20	-
Public Nuisance Commercial	22	-	-	-	-	-	-	30	-	-	-	32	11	-	-	-	22	15
Weeds	33	-	40	-	-	-	-	-	-	-	7	17	19	28	18	18	-	-
Solid Waste&Weeds	-	-	-	-	-	-	-	12	-	20	-	11	33	21	-	-	-	-
TP NewSFR	-	-	-	-	-	-	-	-	3	24	-	-	-	-	-	-	-	-
Mainstreet-Weeds	18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Takoma Park--SFC	-	-	-	-	-	-	15	-	-	-	-	-	-	-	-	-	-	-
Weeds-Vacant	-	-	17	-	-	-	-	-	-	-	6	17	-	-	-	-	-	-
HOC-HQS	-	5	-	-	-	-	11	-	-	-	-	-	-	-	6	-	-	-
FDA	-	11	-	-	-	6	8	19	-	-	-	-	-	-	7	-	16	-
TP NewCondo	-	-	-	-	-	-	9	-	7	-	-	-	-	-	-	-	-	-
Rental Assistance	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-



Technology Use and Workflow (1/2)

- **Inspectors are expected to use iPads in the field, increasing efficiency in entering inspection dates and findings**
 - Usage is gauged by examining the date in step 5 with the mode recorded



Technology Use and Workflow (2/2)

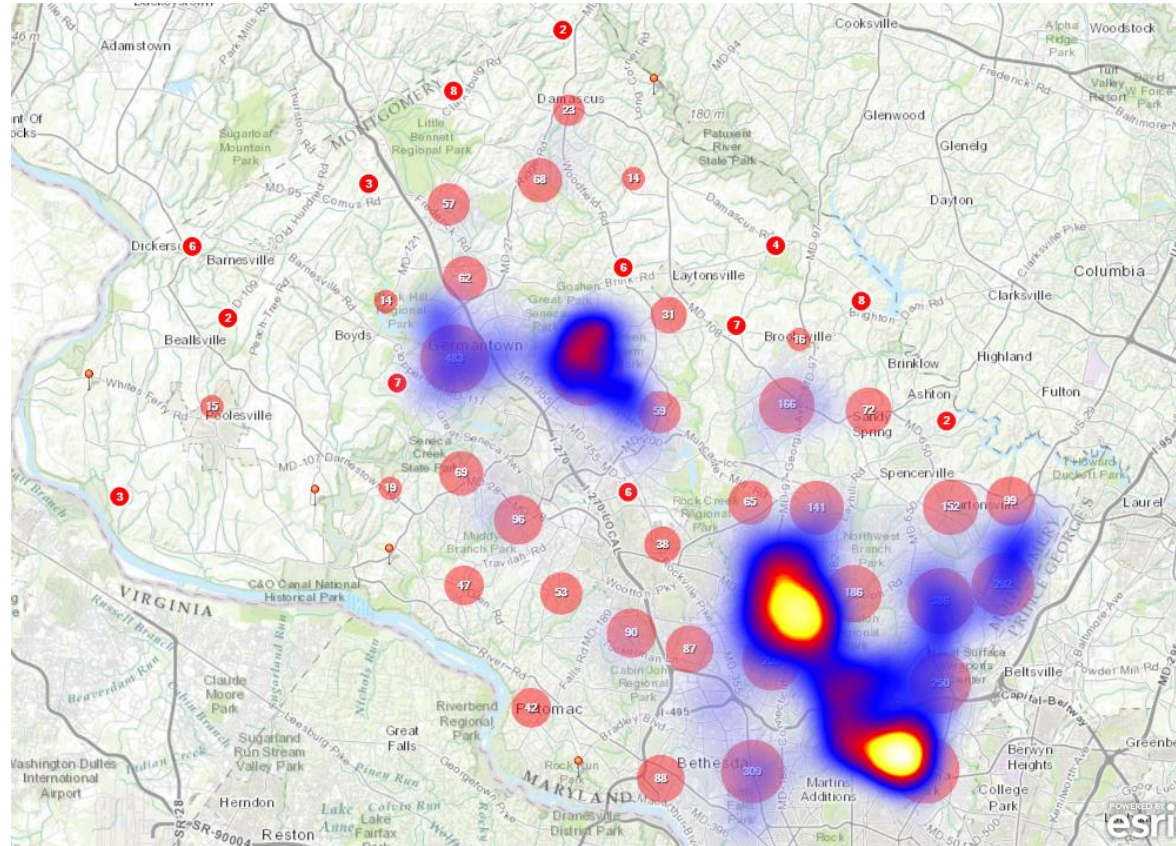
Inspector	% iPad is used	% With Step 2 Date that Precedes Step 1 Date	% Cases Closed Within 30 Days
1	53.8%	0.0%	61.5%
2	100.0%	0.0%	54.5%
3	16.7%	0.0%	66.7%
4	42.9%	0.0%	14.3%
5	0.0%	100.0%	0.0%
6	25.0%	0.0%	75.0%
7	75.7%	2.7%	40.5%
8	62.5%	0.0%	37.5%
9	84.0%	4.0%	40.0%

Inspector	% iPad is used	% With Step 2 Date that Precedes Step 1 Date	% Cases Closed Within 30 Days
10	20.0%	0.0%	30.0%
11	50.0%	0.0%	66.7%
12	66.7%	0.0%	44.4%
13	88.2%	5.9%	47.1%
14	0.0%	10.7%	32.1%
15	10.0%	0.0%	70.0%
16	0.0%	0.0%	33.3%
17	54.5%	0.0%	45.5%
18	50.0%	7.1%	50.0%

During the 3-month period of this study, iPads were used 54% of the time. On average, it took 26 days between steps 1 and 6 using Access vs. 24 days using iPads. Only 9.3% of the 321 cases in this study closed within 30 days.

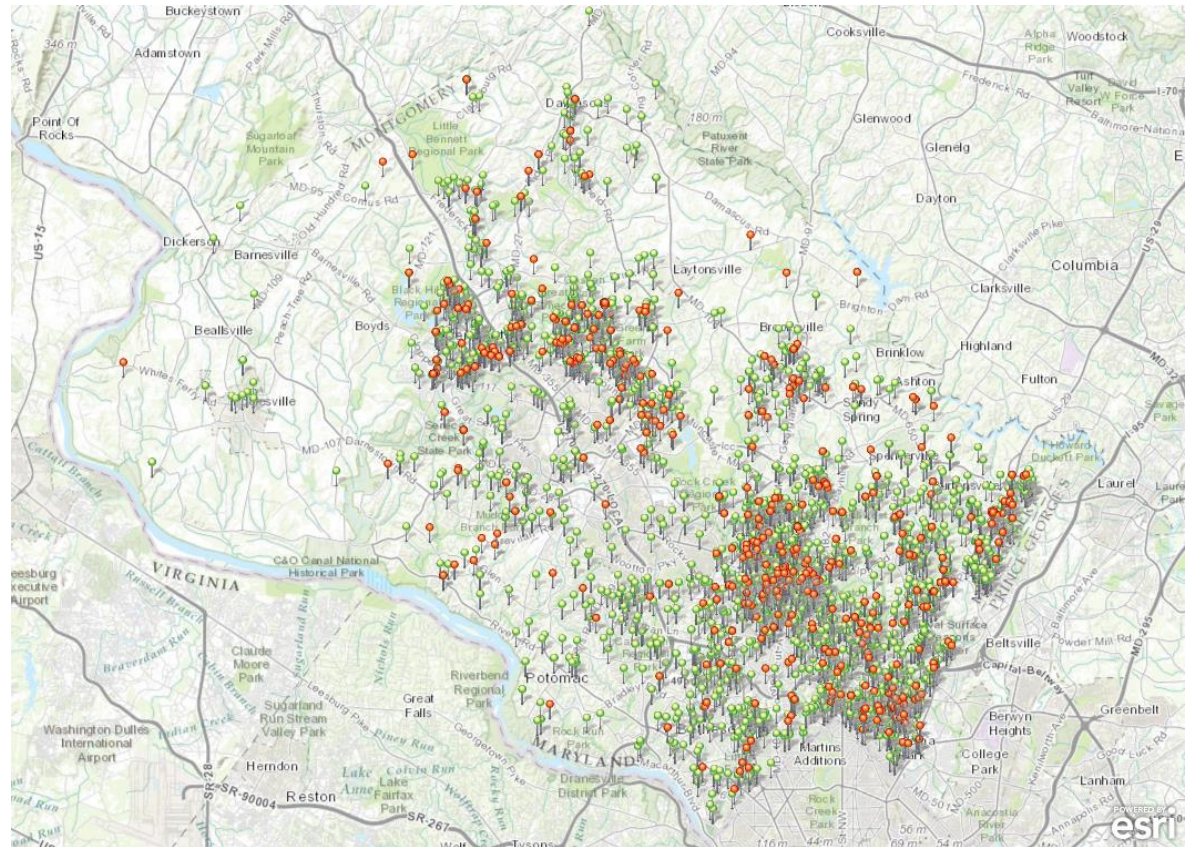


MC311 SR Code Enforcement



Code Enforcement: Housing Complaints January 1, 2013 through November 30, 2013

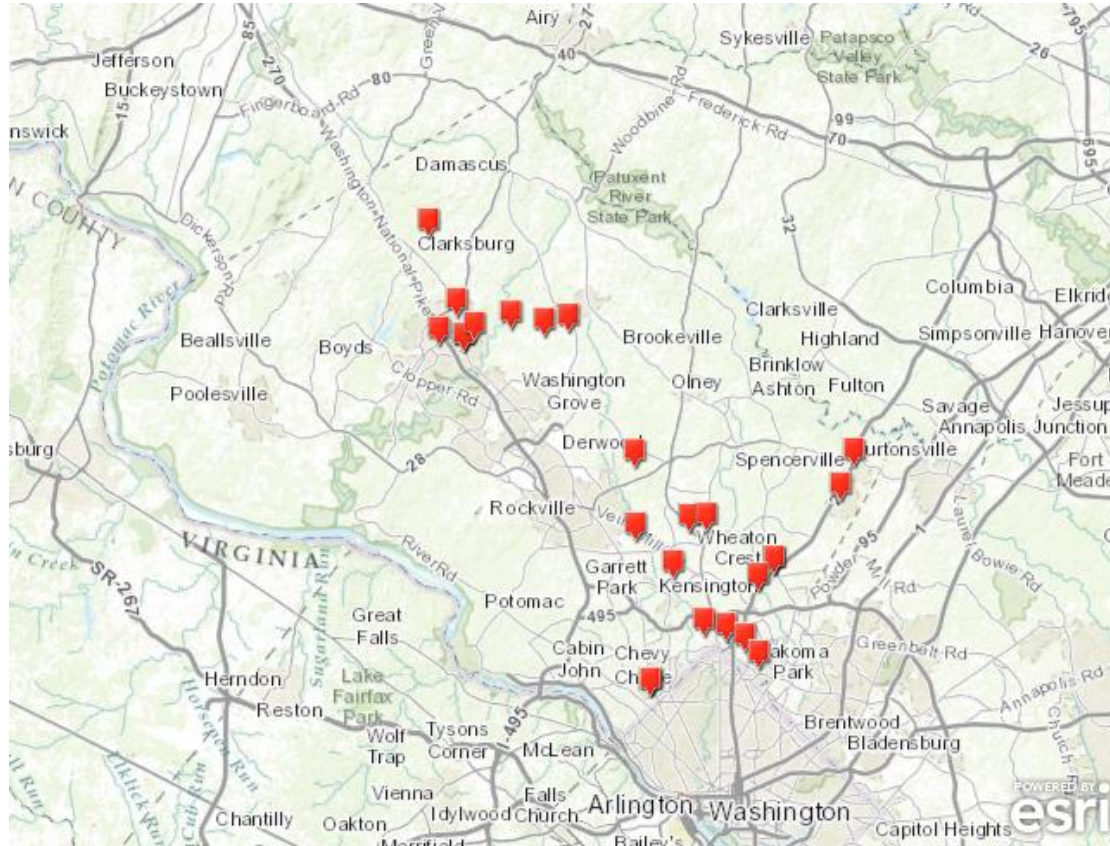
Red pinpoints = In Progress
Green pinpoints = Closed



MC311 received 3,670 Housing Complaints in this time-frame. 14% of them are In Progress. Of those In Progress, 69% have exceeded the SLA of 30 days.



Code Enforcement: No Utilities January 1, 2013 through November 30, 2013



There have been 25 SRs for “House or Apartment Unit Without Utilities.” 72% exceeded the SLA of 1 day, and 39% of those that exceeded the SLA did so by more than 15 business days.



Wrap-Up

Follow-up Items

- CountyStat will continue to work with DHCA to better utilize the data in its Code Enforcement databases to drive performance and informed decision-making.

Possibilities include:

- Examine the number of actual violations per SR
 - Map out to identify patterns
 - Examine based on Inspector, including their use of technology
- Map Case Type, examining time it takes to close case
- Examine OT per Inspector
 - Include impact of using advanced technology
 - Percent of cases closed over the SLA

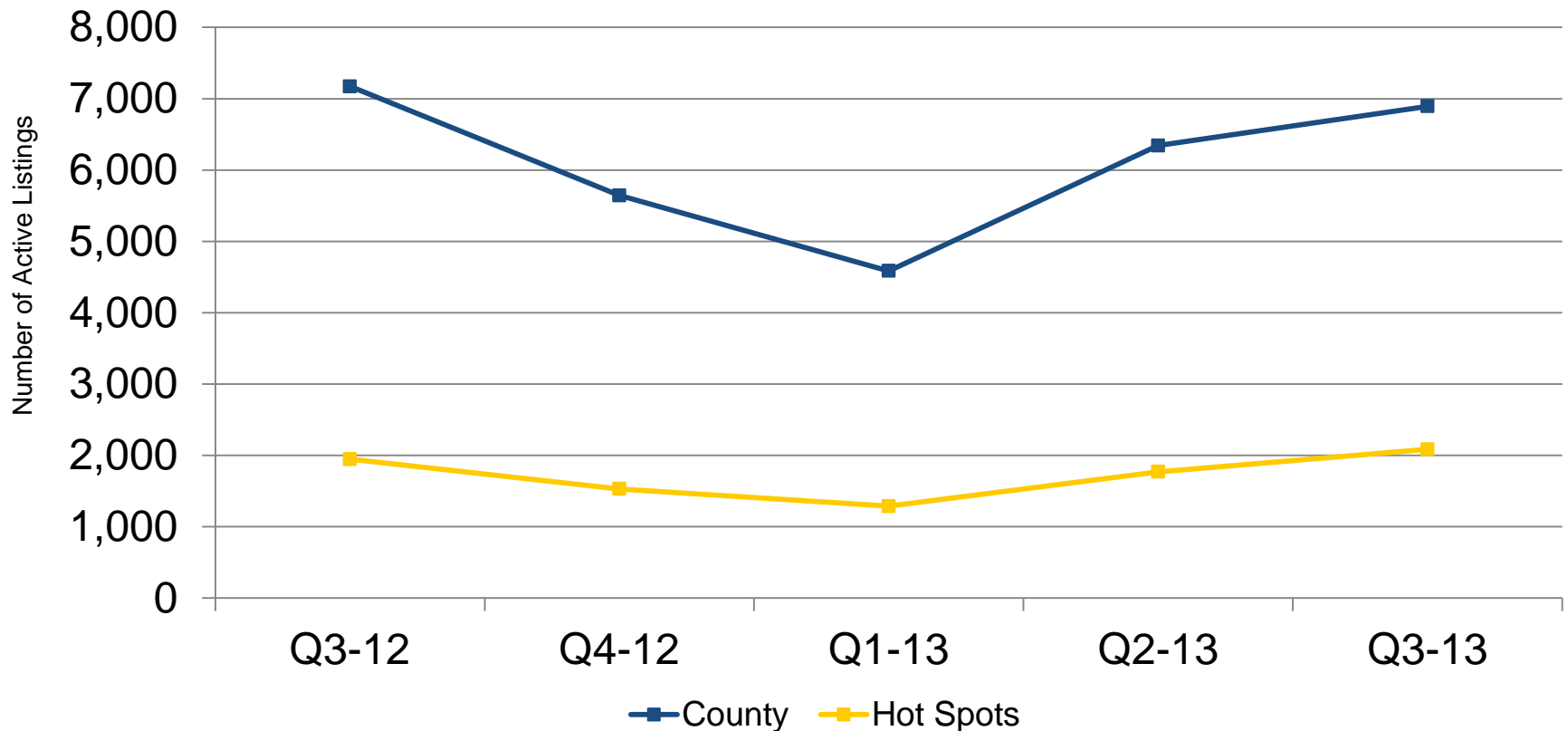


Appendix A:

- Additional Housing Market Analysis



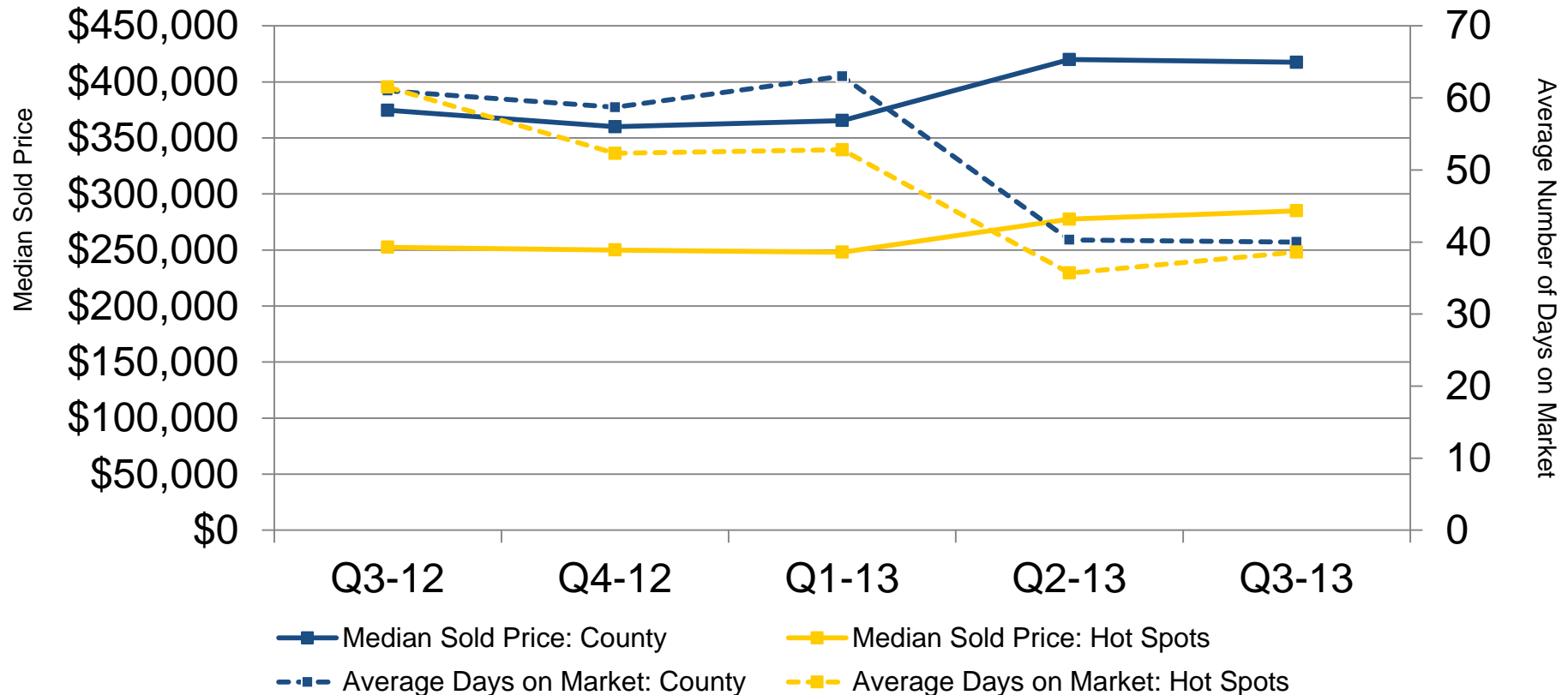
Housing Market Analysis in County and Hot Spot Zip Codes: Number of Active Listings



Active Listings in Hot Spot zip codes accounted for 28.1% of the total number of active listings in Montgomery County as a whole and 30.4% of the total units sold.



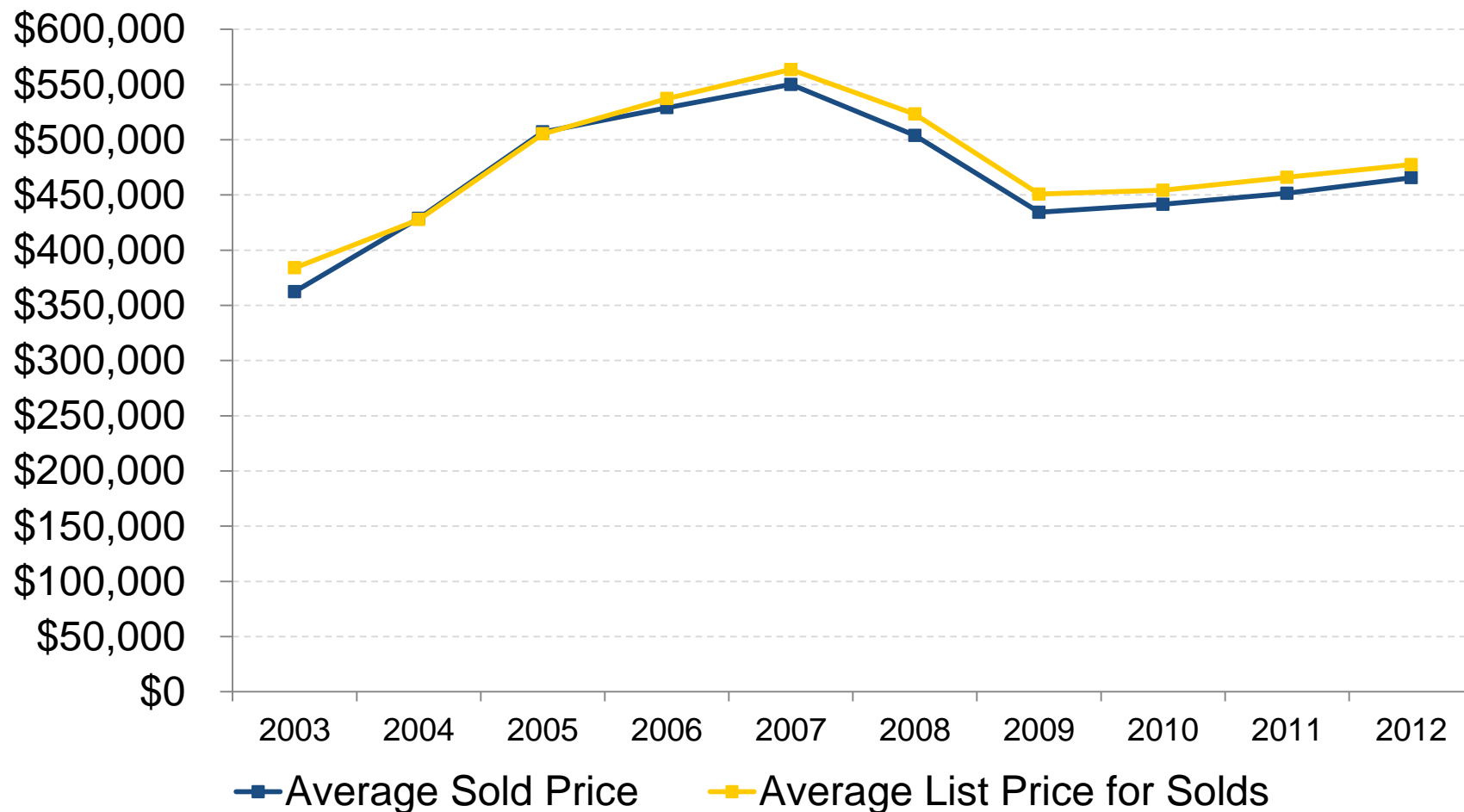
Market Analysis in County and Hot Spot Zip Codes: Median Sold Price and Average Days on Market



The Median Sold Price in Hot Spot zip codes averaged \$124,966 lower than the Median Sold Price of homes in the County as a whole. In Hot Spot zip codes, homes were on the market for slightly fewer days than homes in the County as a whole.



Montgomery County Housing Market Data (1/2)



Current average list prices and sold prices are similar to what they were 2004-2005.



Source: Metropolitan Regional Information Systems, Inc., Real Estate Business Intelligence

Montgomery County Housing Market Data (2/2)

	2007	2008	2009	2010	2011	2012	Total % Change 2007-2012
Average Sold Price	\$550,188	\$503,965	\$434,297	\$441,492	\$451,479	\$465,597	-15.4%
Average List Price for Solds	\$563,567	\$523,234	\$450,728	\$454,327	\$465,995	\$477,552	-15.3%
Average Days on Market	81	103	91	65	78	67	-17.3%



Source: Metropolitan Regional Information Systems, Inc., Real Estate Business Intelligence

Appendix B:

- Breakdown of Code Enforcement corresponding with slides 37 & 38



Average Number of Business Days Between Step 1 (Date Filed) and Step 6 (Date Closed) by Inspector by Case Type (1/4)

Inspector	Case Type	Avg. # of Days	Inspector	Case Type	Avg. # of Days
1	AA - Suspect	19	3	FDA	8
	Mainstreet-Single Family	31		Multi-Family	35
	Mainstreet-Solid Waste	24		Single Family	28
	Mainstreet-Weeds	18		Weeds	40
	Public Nuisance	22		Weeds-Vacant	17
	Solid Waste	31		Overall	23
	Weeds	33			
	Overall	26	4	Condominiums	52
2	AA - Suspect	15		Multi-Family	30
	FDA	11		SF--Overcrowding	43
	HOC-HQS	5		Single Family	33
	HOC-HQS ANNUAL	28		Solid Waste	47
	Licensing Inspection	25		Overall	41
	Multi-Family	31			
	Single Family	10	5	Solid Waste	43
	Solid Waste	3		Overall	43
	Overall	16			



Average Number of Business Days Between Step 1 (Date Filed) and Step 6 (Date Closed) by Inspector by Case Type (2/4)

Inspector	Case Type	Avg. # of Days
6	AA - Suspect	21
	FDA	6
	SF--Overcrowding	25
	Solid Waste	28
	Overall	16
7	AA - Suspect	16
	FDA	8
	HOC-HQS	11
	HOC-HQS ANNUAL	29
	Multi-Family	33
	Takoma Park MFAnnual	18
	Takoma Park--MFC	21
	Takoma Park--SFAnnual	29
	Takoma Park--SFC	15
	TP NewCondo	9
	Overall	25

Inspector	Case Type	Avg. # of Days
8	AA - Preliminary	37
	AA - Suspect	20
	FDA	19
	Hoarding	8
	Mainstreet-Single Family	8
	Mainstreet-Solid Waste	8
	Multi-Family	26
	Public Nuisance	30
	SF--Overcrowding	8
	Single Family	33
	Solid Waste	30
9	Solid Waste&Weeds	12
	Overall	22
	Rental Assistance	1
	Solid Waste	38
	Takoma Park MFAnnual	28
	Takoma Park--MFC	32
	Takoma Park--SFAnnual	24
	TP NewCondo	7
	TP NewSFR	3
	Overall	27



Average Number of Business Days Between Step 1 (Date Filed) and Step 6 (Date Closed) by Inspector by Case Type (3/4)

Inspector	Case Type	Avg. # of Days
10	AA - Suspect	59
	Multi-Family	46
	Solid Waste	43
	Solid Waste&Weeds	20
	TP NewSFR	24
	Overall	38
11	Single Family	39
	Solid Waste	21
	Weeds	7
	Weeds-Vacant	6
	Overall	19
12	Commercial	22
	Hoarding	42
	HOC-HQS ANNUAL	38
	Multi-Family	31
	Public Nuisance	32
	Public Nuisance-Vacant	44
	Single Family	29
	Solid Waste	22
	Solid Waste&Weeds	11
	Weeds	17
	Weeds-Vacant	17
	Overall	23

Inspector	Case Type	Avg. # of Days
13	Public Nuisance	11
	Single Family	13
	Solid Waste	18
	Solid Waste&Weeds	33
	Takoma Park MFAnnual	38
	Takoma Park--SFAnnual	47
	Weeds	19
14	Overall	31
	AA - Suspect	51
	Multi-Family	30
	Single Family	33
	Solid Waste	29
	Solid Waste&Weeds	21
	Weeds	28
	Overall	30



Average Number of Business Days Between Step 1 (Date Filed) and Step 6 (Date Closed) by Inspector by Case Type (4/4)

Inspector	Case Type	Avg. # of Days	Inspector	Case Type	Avg. # of Days
15	AA - Suspect	28	17	AA - Suspect	23
	FDA	7		FDA	16
	HOC-HQS	6		Licensing Inspection	20
	HOC-HQS ANNUAL	29		Multi-Family	5
	Licensing Inspection	29		Public Nuisance	22
	Mainstreet-Solid Waste	26		SF--Overcrowding	5
	SF--Overcrowding	46		Single Family	31
	Single Family	22		Solid Waste	19
	Solid Waste	13		Overall	20
	Weeds	18	18	AA - Suspect	18
	Overall	20		Condominiums	21
16	Multi-Family	41		Multi-Family	31
	Single Family	35		Public Nuisance	15
	Weeds	18		Single Family	29
	Overall	31		Solid Waste	29
				Overall	25

